

*REDACTED—FOR PUBLIC INSPECTION*

**Exhibit 1, Exhibit 2 and Exhibit 3 Are Redacted in Their  
Entirety as Highly Confidential Information**



**Notice Regarding**  
**AT&T Internet Access Service Availability**

Dear Administrator,

As your school or library increasingly delivers multi-media content to classrooms and computer rooms, your network needs for capacity and speed will continue to grow. To help with this need, AT&T is pleased to advise you that we have high-speed Internet services available over fiber facilities in your area, including pursuant to the federal E-Rate program, where applicable, to help bring more bandwidth to your students, staff and patrons. Our high-speed Internet services will allow you to enjoy faster Internet access speed, including 1Gbps.

Please take a look at our network capabilities as you explore how best to meet your Internet access needs.

Our sales representatives will be happy to answer your questions. Please go to [www.att.com/internetinfo](http://www.att.com/internetinfo) to submit an online request to have a specialist contact you.

CC: District or System Procurement Office



***REDACTED—FOR PUBLIC INSPECTION***

**Exhibit 5 Is Redacted in Its  
Entirety as Confidential Information**



# More bandwidth, more learning.

Scaling upwards of 1Gbps and greater for both upload and download, our newest **high-speed Internet service** is now bolstering the speed of your school or library building. Making you faster today, and enabling you to quickly move onto new possibilities tomorrow. Now, you can bring faster speeds to your students, staff and patrons at more flexible and affordable options than ever before.

Contact an AT&T Fiber Specialist today to find out more.

[att.com/internetinfo](http://att.com/internetinfo)



**EXHIBIT 7**

**Exhibit: Materials Regarding AT&T's Usage Allowance Practices**

- a. High Speed Internet Terms of Service (in effect from March 29, 2016 to June 30, 2016)
- b. Broadband Information
- c. Screenshot of AT&T's Online Data Calculator
- d. Support Page - Broadband Usage FAQs
- e. Shop Page - Description of Data Usage Basics
- f. Shop Page - Description of Available Bundles and Order Summary for New Customers
- g. MyAT&T - Order Summary for Existing Customers Upgrading Allowances
- h. MyAT&T Service Screenshots - Billing and Usage

# AT&T High Speed Internet Terms of Service / att.net Terms of Use

[Print](#)

**Last Updated: March 29, 2016**

This Terms of Service & Terms of Use ("Agreement") along with the AT&T Acceptable Use Policy, the AT&T and Yahoo privacy policies, and the other documents incorporated by reference herein, set forth your obligations, AT&T's obligations, and the rules you must follow when using the att.net portal and/or e-mail ("Site") and/or AT&T U-verse High Speed Internet, AT&T U-verse High Speed Internet Business Edition, AT&T High Speed Internet, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Direct, AT&T High Speed Internet Business Edition Direct, AT&T Dial, FastAccess DSL, FastAccess Business DSL, FastAccess Business DSL Direct, Wireless Broadband provided by BellSouth Entertainment, LLC, BellSouth® Dial Internet Service ("Service(s)"). **THE DESCRIPTION OF YOUR SERVICE AND OTHER TERMS, SET FORTH IN THE CUSTOMER SERVICE SUMMARY OR ORDER CONFIRMATION LETTER YOU RECEIVED, ARE PART OF THIS AGREEMENT.**

**PLEASE READ THIS AGREEMENT CAREFULLY.** This is a binding agreement between you (the Member Account holder), Yahoo! Inc. ("Yahoo!"), and the AT&T entity that provides the Service and/or Site[1]. **Your registration, payment for, or use of the Site and/or Service constitutes your agreement to be bound by the charges, terms, and conditions set forth in this Agreement, including those incorporated by reference as well as those located at: <http://info.yahoo.com/legal/us/yahoo/>.**

**IMPORTANT: THIS AGREEMENT AFFECTS YOUR LEGAL RIGHTS. PARAGRAPH 13 REQUIRES ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, RATHER THAN JURY TRIALS OR CLASS ACTIONS. PARAGRAPH 19 LIMITS AT&T'S LIABILITY. ARBITRATION TERMS FOR BUSINESS CUSTOMERS ARE SET FORTH ON SCHEDULE 1. PLEASE READ THEM CAREFULLY.**

This Agreement is based on four general principles. First, AT&T supports our customers' right to free expression. Second, AT&T will give our customers clear notice of any meaningful limitations on the Services. Third, AT&T will give our customers clear information about the experience they can expect when using the Services. Fourth, AT&T will provide consumer high speed Internet access service in discrete, non-overlapping speed tiers.

## 1. Changes to this Agreement

From time to time, we may change this Agreement. We will provide you with notice of material changes via either your Member Account e-mail address or any other email address you provide, posting online at <http://www.att.com/internet-terms>, recorded announcement, bill message, bill insert, newspaper ad, postcard, letter, or call to your billed telephone number or U.S. mail. It is your responsibility to check for any such notices. Your continued subscription to the Service after the effective date of the change constitutes your acceptance of such changes.

## 2. AT&T High Speed Internet Service

**a. Service Description.** AT&T High Speed Internet Service (referred to as "the Service") is composed of narrowband or broadband access to Internet, and offers you a capability for acquiring or retrieving information from; generating, storing, transforming, processing, or utilizing information on; or making available information to other Internet end points connected directly or indirectly to AT&T's network. Because the Internet consists of multiple interconnected networks and most Internet end points (e.g., websites and other content providers) are not directly connected to AT&T's network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with such networks on mutually agreeable terms. Consistent with its longstanding practice, AT&T does not warrant that it will establish or expand the connections between its network and other networks except on such mutually agreeable terms. To the extent AT&T is unable to reach agreement on terms of interconnection or network expansion with these other networks it could affect your service. These impacts on your service performance are described in more detail in AT&T's Open Internet notice. AT&T therefore makes no promise express or implied that you will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

Like the other networks that make up the Internet, AT&T's is a shared network, which means that the transmission links and other network resources used to provide the Service are shared among AT&T's subscribers. AT&T manages this network for the benefit of all users based on a variety of factors, and our technical expertise.

**b. Speed, Service Capability Speed Ranges, and Conditions that May Impact Service Performance.** AT&T offers many broadband service options, each of which has a different service capability speed range. The term speed is commonly used as a shorthand way to describe the capacity at which a particular broadband internet access service can transmit data. This capacity is typically measured in the number of kilobits, megabits or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications like a short email without attachments or basic web browsing do not require high service capability speeds to function optimally, while other activities like transferring large data files can be performed faster with higher-speed services. Your service capability speed may not be suitable for some applications, particularly those involving real-time or near real-time, high-bandwidth uses such as streaming video or video conferencing.

The current speed ranges AT&T offers may be found at <http://att.com/speedtiers>, which identifies the downstream and upstream rates at which your line transfers internet access data between the network interface device at your home, office or apartment building to the point you connect to AT&T's network. Our wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T's High Speed Internet Elite Service should expect service capability download speeds between 3.1Mbps and 6.0 Mbps between the network interface device at your premises and the point you connect to AT&T's network. The high-end of this range represents expected maximum speed capabilities. For more information about how AT&T helps transmit your information to points on the Internet, how AT&T manages the network, broadband options, including different service capability and expected and actual speed ranges, device attachment rules, activities which may impair or degrade your internet experience and for additional information regarding network practices with respect to data usage caps related to AT&T Broadband Internet access services, please visit [att.com/broadbandinfo](http://att.com/broadbandinfo).

Because service performance varies on an end-to-end basis, AT&T's service capability speeds are limited to, and measured between, your location and a point on AT&T's network, which constitutes only one segment of the end to end transmission path connecting the end user to Internet websites or content providers. End-to-end performance of your Service depends on a variety of factors, including (but not limited to): the number of subscribers simultaneously using the network; customer location; destination and traffic on the Internet; Wi-Fi connectivity; interference with high frequency spectrum on your telephone line; wiring inside your premises, office or apartment; the capacity or performance of your devices or modem; the server with which you are communicating; internal network management factors (including Overhead, which refers to the various control and signaling data required to achieve the reliable transmission of Internet access data); and the networks you and others are using when communicating. In addition, your use of other AT&T services (such as U-verse video, voice, Unified Messaging and other services) that share the capacity of your broadband connection with the Service may impact the amount of capacity available for your use of the Service at that particular time and thus affect the performance of the Service. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

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**c. IP Addresses** AT&T High Speed Internet and AT&T U-verse High Speed Internet Services are provided with a dynamic Internet Protocol ("IP") address, a static IP address, multiple static IP address service (as applicable), or a privately managed IP address utilizing CGN (Carrier Gateway NAT) technology, at AT&T's sole discretion. Static IP addresses are not available with all speeds. The dynamic IP address is a single Internet address intended for use with a single Member Account and any associated Sub Accounts. The static IP address or multiple static IP address is intended for use with a single computer or a network of computer/servers. You may not use the Service in a manner that is inconsistent with these intended uses. AT&T High Speed Internet services will support both IPV6 and IPV4 Internet addresses; however, to reach IPV6-exclusive Internet content, some of your equipment may require upgrades or replacement. AT&T Dial service will support web sites that utilize IPV4, but it will not support IPV6-only web sites. For more information about IPV6 and how it affects you, visit [att.com/ipv6](http://att.com/ipv6).

**d. Availability.** The Service is not available in all areas, and may not be available at certain speeds (or at all) at your location, even if our initial testing indicated that your line qualified for a particular speed or Service.

**e. Service/Site Changes.** AT&T reserves the right to modify or discontinue the Service or Site (including rates and charges), temporarily or permanently. If AT&T makes a change that would have a material impact on your Service, AT&T will give you notice. The terms and conditions for temporary changes, if any, will be included in the notice and incorporated by reference into this Agreement at: [www.att.com/temporaryterms](http://www.att.com/temporaryterms). Your continued subscription to the Service after the effective date of the change constitutes your acceptance of the changes and the associated terms and conditions. In lieu of notice and website posting, AT&T may instead, at its sole discretion, require customers to enter into an agreement with AT&T regarding temporary material changes.

**f. Conversion from DSL to U-verse High Speed Internet.** When AT&T is able to provision U-verse High Speed Internet Service at your location, we may, in our discretion, discontinue your DSL service and make available to you AT&T U-verse High Speed Internet at the then applicable U-verse rates, terms and conditions, which may differ from your previous DSL Service rates, terms and conditions (including Bundle Discounts). If you are on a Term Plan and your price will increase as a result of this conversion, you will not have to pay any applicable early termination fee ("ETF") if you elect to cancel DSL Service.

Your new AT&T U-verse High Speed Internet will require different customer premises equipment ("CPE"). When you are selected for conversion, we will provide at least thirty days notice of the discontinuation or suspension of your service via e-mail, direct mail, bill page message, or bill insert. Thirty days after such notice, we may at our sole discretion, either disconnect your service, or temporarily suspend your service for up to fifteen days.

**g. Data Usage.** The data plan you purchased, which contains either an unlimited data allowance or a monthly data usage allowance with overage charges for usage in excess of your allowance, is set forth in the Customer Service Summary or Order Confirmation Letter you received. Use of certain services, including but not limited to digital TV features and apps, AT&T Digital Life, home security, home automation and medical alarm systems, will count towards your Internet data usage allowance. For additional information regarding your residential High Speed Internet Service, including management of your data usage, as well as information about other data plans that you might consider, please refer to [att.com/internet-usage](http://att.com/internet-usage). (This paragraph is not applicable to Business customers.)

**h. Wi-Fi Hot Spots (For HSLA).** AT&T Wi-Fi Hot Spots may be available to you as part of the Service, and the AT&T Wi-Fi Hot Spots will provide you with access to the Internet via certain AT&T high-speed Internet access points (Locations). Primarily, this access is provided via a Wi-Fi network using an IEEE 802.11 standard. To access the Wi-Fi Hot Spots, you must have a device that is compatible with the specific Wi-Fi equipment deployed at a Location. Access to the Hot Spots is intended for the limited purposes of assisting with access to the public Internet for e-mail and web browsing or other purposes consistent with the AT&T Wi-Fi Terms of Service, which may be found at <http://www.att.com/shop/legalterms.html?toskey=wifiServices>. In order to gain access to the Internet at a Location, You may need your U-verse Member account information including your Member ID. If you are also an AT&T Mobility customer, You may auto-authenticate at certain Locations without the use of your U-verse Member ID. The AT&T Wi-Fi Terms of Service will govern your use of AT&T Wi-Fi Hot Spots.

**i. Business Customers.** Additional terms and conditions for business customers are set forth in Schedule 1 attached hereto.

**3. Registration and Membership**

When you complete the registration process for the Site or the Service, you become the "Member Account" holder. You must be 18 years or older to be a Member Account holder. You will be asked to choose a unique "Member ID" for your account. Customers of the Service may also create up to ten "Sub Accounts" (each of which will have a separate password and Member ID). Each Sub Account will also be required to accept this Agreement and complete the Sub Account registration. The Member Account holder is responsible for all activity associated with the Member Account and any of its Sub Accounts, including all fees and charges, whether the charges are incurred by the Member Account or the Sub Accounts. Use of an AT&T Access ID subjects you to the **AT&T Access ID Terms and Conditions** (available at [www.att.com/accessidterms](http://www.att.com/accessidterms)), which are incorporated herein by reference.

All information that you provide to AT&T and Yahoo! must be accurate, including your name, address, credit or charge card numbers and expiration dates, and any payment information ("Registration Data"). You are responsible for keeping such information up-to-date and must provide changes promptly to the AT&T Yahoo! Member Center by going to <http://att.yahoo.com/myaccount>.

**4. Pricing**

**a. Term Plans, Bundle Discounts.** When you purchased the Service, you agreed to specific price and plan, which may have included a term of one, two, or three years ("Term Plan"). Similarly, some plans may offer a discount on the Service if you sign up for other AT&T services ("Bundle Discount"). You agree to maintain your Service and the bundled services for the applicable term. If you signed up for a Term Plan or a Bundle Discount, the price available with those plans is valid until one of the following occurs, at which time your price may revert to the then-existing price for your Service: (1) the term expires; (2) you move from your current Service address to another Service address; or (3) you drop one of the AT&T services you were required to purchase to receive the special rate.

**b. Dial-up Access Options and Toll Charges.** AT&T will provide telephone numbers to connect to or register for the Service. Depending on location, local access numbers for dial-up Internet access may not be available in your area. Even access numbers in your area code may result in toll, usage, or long distance charges. Please check with your local phone company to determine whether additional charges apply. You are responsible for selecting the best number for you and for all telephone fees and charges associated with the use of the telephone number you select. In no event will AT&T or Yahoo! be responsible for any telephone fees or charges incurred as a result of the telephone number you select. Use of the Service (or portions thereof) and of specific telephone numbers is subject to change or interruption at the telecommunication company's or at AT&T's discretion.

**5. Termination or Cancellation of Service**

**a. Your Decision to Terminate or Continue Service.** When you purchased the Service, you agreed to a specific price and plan, which may have included a term. You may cancel your plan before the end of the term and cease making your monthly payments, in exchange for which you will be subject to the early termination fee

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associated with that plan as specified in your Customer Service Summary or Order Confirmation Letter. At the conclusion of your term, or if you did not sign up for a plan with a term, the term for your continued Service will be month-to-month. If you elect to continue Service on a month-to-month basis, you should review the current Terms of Service at [att.com/internet-terms](http://att.com/internet-terms). The current Terms of Service will govern your Service. Your election to continue Service represents your agreement to the current Terms of Service. When you cancel your Service, your account ID email address will remain active, as will all email subaccounts you have created. The email accounts may be accessed from the [att.net](http://att.net) Web site.

**b. Suspension/Termination by AT&T or Yahoo!.** AT&T respects freedom of expression and believes it is a foundation of our free society to express differing points of view. AT&T will not terminate, disconnect or suspend Service because of the views you or we express on public policy matters, political issues or political campaigns. AT&T and/or Yahoo! may, however, immediately terminate or suspend your Member Account and Sub Accounts, and all or a portion of your Service without notice if: (a) you provide false or inaccurate information to AT&T; (b) you (or a Sub Account associated with your Member ID) violate this Agreement or the AT&T Acceptable Use Policy; (c) you (or a Sub Account associated with your Member ID) engage in conduct that is a violation of any law, regulation or tariff (including, without limitation, copyright and intellectual property laws); or (d) if you engage in conduct that is threatening, abusive or harassing to AT&T or Yahoo!, employees or any of their vendor's employees or representatives, including, for example, making threats to physically harm or damage employee or company property; frequent use of profane or vulgar language; or repeatedly contacting our customer service representatives for reasons that do not pertain to our provisioning, maintenance, repair or general servicing of your Service after you have been asked to stop such conduct. You may also be subject to suspension or termination pursuant to Section 6 herein entitled "Payment".

If we terminate or suspend your Service, your license to use any software provided in connection with the Service is also terminated or suspended (as applicable). If your Service is terminated, AT&T has the right to immediately delete all data, files, and other information stored in or for your account without further notice to you. You must pay all charges for the Service through the date of termination. Should you wish to resume Service after any suspension, a restoral of service fee may apply. This fee is in addition to all past due charges and other fees.

**c. Termination of Voice Service.** If you change or terminate your AT&T local wireline voice service, we may in our discretion either terminate your AT&T High Speed Internet Service or continue to provide it at the then-current rates, terms and conditions applicable for AT&T High Speed Internet Direct, our broadband service without voice. You agree to pay any new or higher monthly fees that may apply to your new AT&T High Speed Internet Direct Service after termination of the wireline voice service. If AT&T elects to terminate your AT&T High Speed Internet Service, we reserve the right to charge any applicable early termination fees.

**d. Termination of Dial Service.** Monthly recurring charges for Dial service are not prorated. If you disconnect, cancel, move to another price plan or are suspended by AT&T prior to month end, you will be charged for the entire month of Service. If you upgrade your AT&T Dial service to an AT&T High Speed Internet Service your Dial charges will be prorated.

**e. Access to Yahoo!, After Termination by AT&T.** If your Service is terminated by AT&T, you will no longer have access to your Member account information using your Member ID, except as outlined in this Section and Section 9 (Yahoo! Premium Services). If you combined your Yahoo! ID with a Member ID, you will not be able to access Yahoo! using your combined ID after termination, unless you close your Member ID (your Member ID will be closed automatically no fewer than 60 days after termination). If you did not combine a Yahoo! ID with your Member ID, you will be given the option (when you sign in at Yahoo! using your Member ID) for at least 60 days after termination, to close your Member ID and transfer certain account information to a new Yahoo! ID. If you continue to access a Yahoo! account through a different Internet access provider after your Service account is terminated, then your use of your Yahoo! account after that time will be subject to the Yahoo! Terms of Service at <http://info.yahoo.com/legal/us/yahoo/utos/utos-173.html>.

**Note:** Sub-accounts with a combined Yahoo! ID may be able to access the Yahoo! account provisioned under their combined Yahoo! ID when the Member ID of the Member Account holder is closed. After the Member ID of the Member Account holder is closed, Sub-Accounts who do not have a combined Yahoo! ID will not be able to transfer any of their Member account information to a new Yahoo! ID. Therefore, Sub-Account holders who wish to elect to transfer should make the election before the Member ID of the Member Account holder is closed.

**6. Payment**

Service customers agree to pay: (1) the monthly fee specified when you ordered your Service; (2) the charge for all equipment required for your Service; (3) activation fees, connection and/or installation charges, if any; (4) late fees, restoral of Service fees and other applicable Service charges; and (4) any applicable taxes, recovery fees and surcharges which AT&T pays to municipalities and other governmental entities and may pass on to you.

**a. Credit Check / Advance Payments & Deposits.** Service customers give us permission to obtain their credit information from consumer credit reporting agencies at any time. If we determine that you may be a credit risk due to: (1) unsatisfactory credit rating; (2) insufficient credit history; (3) fraudulent or abusive use of any AT&T services within the last five years; or (4) late payments for current or prior bills, we may refuse to provide the Services or we may require an advance payment, a non-refundable payment, and/or deposit. Interest will not be paid on advance payments or deposits unless required by law. We may require special payment terms such as additional advance payments or deposits if we determine that the initial payment was inadequate. We may establish limits and restrict Service or features as we deem appropriate. If your account balance goes beyond the limit we set for you, we may immediately interrupt or suspend Service until your balance is brought below the limit. Any charges you incur in excess of your limit become immediately due. Upon determination solely by AT&T of satisfactory payment history or as required by law, AT&T may begin refunding of deposits through bill credits, cash payments, or as otherwise determined solely by AT&T.

**b. Billing.** For customers who choose to self-install the Service, billing will begin when Service is provisioned by AT&T, whether or not customer has installed and begun to use the Service. For customers who choose to have a technician install the Service, billing will begin when the installation is complete, unless the customer initially selects to self-install, and subsequently asks for a technician installation.

**c. Method of Payment.** Your monthly charges may be billed via a monthly AT&T bill or to a credit card. Credit card billing is not available for AT&T High Speed Internet Direct. AT&T U-verse High Speed Internet customers will automatically receive an online bill (see below), unless you specifically notify us that you want to receive a paper bill by calling the following number: Consumer 1-800-ATT-2020; Business: 1-800-321-2000.

**d. Credit Card Billing.** You may be asked to provide us with a credit card number from a card issuer that we accept in order to activate your Service. You hereby authorize AT&T to charge and/or place a hold on your credit card with respect to any unpaid charges for Services or any related equipment. You authorize the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall be accepted as authorization to the issuer of the credit card to pay any amounts described herein without requiring a signed receipt, and you agree that this Agreement shall be accepted as authorization to the issuer of the credit card to pay all such amounts. You authorize AT&T and/or any other company who bills products or services, or acts as billing agent for AT&T to continue to attempt to charge and/or place holds with respect to all sums described herein, or any portion thereof, to your credit card until such amounts are paid in full. You agree to provide AT&T with updated credit card information upon AT&T's request and any time the information you previously provided is no longer valid. You acknowledge and agree that neither AT&T nor any AT&T affiliated company will have any liability whatsoever for any non-sufficient funds or other

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charges incurred by you as a result of such attempts to charge, and/or place holds on, your credit card. If you mistakenly provide a debit card number, instead of a credit card number, you authorize all charges described herein to be applied to such debit card unless and until you provide a credit card number. In the event you are enrolled, or later enroll, in an automatic payment or electronic funds transfer plan, you agree that all sums described herein may be charged, at AT&T's option, to the account number provided for such automatic payment or electronic funds transfer plan. When payment is made by credit card or debit card, payment will also be subject to the terms and conditions established by the credit or debit card issuer. If charges cannot be processed through your credit card, or if your bank draft or electronic funds transfer is returned for insufficient funds, we will charge you an additional \$15.00. If the state law where you receive the Service requires a different fee, we will charge you that amount.

**e. Online Billing for AT&T U-verse High Speed Internet Members.** You must register online to establish a personal AT&T My U-verse Account and provide a billing email address. You will then be able to view and pay your bill online by logging on to your personal AT&T My U-verse Account (username and password required).

You understand that you have sole responsibility for the security of your password and you are solely responsible for notifying AT&T if your password is lost or stolen. AT&T is not liable for any claims, costs, damages, or expenses arising from a lost misplaced, or stolen password. If you have forgotten your password or want to change your password for any reason, you may request to reset your password online. It is your responsibility to notify AT&T immediately if your contact information changes.

**f. Late Payment & Failure to Pay.** If you choose to have the charges for your Service added to your AT&T bill, and, if AT&T does not receive your payment before the next billing date, you shall pay to AT&T a late payment charge and/or an interest charge allowed by applicable law, on all charges due and unpaid. Acceptance of late or partial payments (even if marked "Paid in Full") shall not waive any of AT&T rights to collect the full amount due. Notice of any disputes must be in writing and received by us within 30 days after you received your bill or you will waive any objection. **AT&T may suspend or terminate Service if your payment is past due. If AT&T suspends your service for non-payment, you must pay all past due amounts in order to have service restored, and you may also, at AT&T's sole discretion, be required to pay a service restoral fee.** In the event you fail to pay AT&T or AT&T is unable to bill charges to your credit card, AT&T may assign unpaid late balances to a collection agency. You expressly authorize, and specifically consent to allowing, AT&T and/or its outside collection agencies, outside counsel, or other agents to contact you in connection with any and all matters relating to unpaid past due charges billed by AT&T to you. You agree that, for attempts to collect unpaid past due charges, such contact may be made to any mailing address, telephone number, cellular phone number, e-mail address, or any other electronic address that you have provided, or may in the future provide, to AT&T.

**g. Returned Checks and other Instruments.** If any check, or other instrument is tendered by you and returned unpaid by a financial institution for any reason you will be charged a fee.

**h. Bill Inquiries and Refunds.** If you believe you have been billed in error for the Services, please notify us within 60 days of the billing date by contacting Customer Service (Consumer 1-800-288-2020; Business 1-800-321-2000). AT&T will not issue refunds or credits after the expiration of this 60-day period, except where required by law or regulation. Any amounts refunded in the form of bill credits, cash payments or any other form shall be inclusive of all applicable taxes, fees and surcharges that were originally paid on such amounts. Credit amounts, such as customer loyalty rewards, that do not represent a refund of, or a discount to, the price paid for any good or service will not result in the refund of any tax, fee, or surcharge previously paid by the customer.

**i. Refunds.** Any amounts refunded in the form of bill credits, cash payments or any other form shall be inclusive of all applicable taxes that were originally paid on such amounts.

**7. Equipment & Software**

Other than the equipment and/or software provided to you by AT&T for use with the Service, you must provide all equipment, devices and software necessary to receive the Service. Any equipment or software that was not provided to you by AT&T, including batteries, is not the responsibility of AT&T, and AT&T will not provide support, or be responsible for ongoing maintenance of such equipment. Any AT&T-provided modem, router or gateway will be either a new or a fully inspected and tested refurbished unit. Regardless of whether the equipment used to access your Service (modem, gateway, etc.) is owned by you or AT&T, AT&T reserves the right to manage such equipment for the duration of your Service, and retains exclusive rights to data generated by the equipment. Neither you nor a third party may change, interfere with, or block access to equipment data or settings.

AT&T will repair or replace damaged equipment as AT&T deems necessary. You understand that repair or replacement of equipment may delete stored content, reset personal settings or otherwise alter the functionality of your equipment. If you own the equipment or the equipment is damaged due to your intentional acts or negligence as determined by AT&T, you will be responsible for the price of repair or replacement.

**a. Additional Equipment Information for AT&T U-verse High Speed Internet Customers.** AT&T will make available to you certain equipment (which may include a modem/gateway located inside your premises, or Optical Network Terminal ("ONT") which is a box that may be located inside your premises, on the outside of your premises, a central location in a multi-tenant building, or in your garage, where AT&T's fiber network terminates or an Intelligent Network Interface Device ("INID") (which provide your services if you do not have a gateway), all of which is herein collectively referred to as "U-verse Equipment"), required for your Service. If you have not purchased U-verse Equipment from AT&T or if previously purchased U-verse Equipment is beyond the one (1) year warranty period (from date of installation) and requires replacement, then you agree to pay a monthly equipment fee for the U-verse Equipment, as part of your purchase of or continued use of the Service and/or other U-verse services. Equipment fee/Purchase options depend on the AT&T U-verse services you order and the installation options you choose.

The U-verse Equipment requires electrical power from your premises to operate, which you are responsible for providing. If there is a gateway at your premises, AT&T will not provide an initial gateway battery backup unit or an initial backup battery. For Consumer Dial customers only, if there is an ONT located on the outside of your premises and you are the first customer at the premises to order AT&T services, AT&T will install an initial ONT power supply unit and provide an initial backup battery for the ONT power supply box. For all other Consumer and Business customers, if there is an ONT anywhere on your premises, a battery backup will not be provided by AT&T. Any backup battery solution other than that stated herein is your responsibility. You may choose to purchase battery backup for your Equipment from third party manufacturers or retailers. For more information and minimum specifications visit [att.com/batterybackup](http://att.com/batterybackup).

You hereby agree to be solely responsible for determining when backup batteries for any U-verse Equipment require replacement and for replacing and recycling used batteries. You agree to read and follow all manufacturer or vendor directions for the replacement and recycling of backup batteries. For more information and minimum specifications visit [att.com/batterybackup](http://att.com/batterybackup).

Note that U-verse Equipment without battery backup will not function in the event of a loss of customer supplied power. This will disrupt the U-verse Service as well as any additional services that use the U-verse connection for transport (e.g. Voice over IP including e911). AT&T will have no liability for loss of any service(s) in the event of interruption of customer supplied power, with or without battery backup present in the AT&T equipment.

Tampering with the U-verse Equipment, or attempting to connect the equipment to other hardware, will be treated as damage due to your intentional acts or negligence. You agree that you will use the equipment only for its intended use, and not for any other purpose (such as on another AT&T network, or on another

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provider's (non-AT&T) network).

You agree to notify AT&T immediately, in writing or by calling the AT&T customer support line, if the U-verse Equipment is stolen or if you become aware at any time that Services are being stolen or fraudulently used. When you call or write, you must provide a detailed description of the circumstances of the theft, including documentation of theft or fraudulent use of the U-verse Equipment or Services (such as a copy of a police report). You will be responsible for all charges incurred until you report the theft or fraudulent use. You will also be responsible for stolen U-verse Equipment not owned by you, however, AT&T may in its sole discretion waive or reduce charges upon submission of documentation of theft or other circumstances. Failure to provide notice to AT&T of theft in a timely manner may result in the termination of your Services and additional charges to you. Unless notified otherwise by AT&T, after you report the theft or fraudulent use of the Services, you will remain responsible for paying your monthly fees for Services not stolen or fraudulently used.

Return of equipment: if your U-verse service is provided by an iNID, you must return the TV receivers. You should not return the iNID home networking hub, (Model# j38HG) or the ONT. All other unowned U-verse equipment must be returned to AT&T undamaged, within twenty one (21) calendar days after the Service is terminated. If equipment is not returned within twenty one (21) calendar days, or is returned damaged, you will be charged for the value of the U-verse Equipment. We may retain any advance payment or deposit, or portion thereof that previously had not been refunded, if you fail to return the U-verse Equipment within this time period. If all U-verse Equipment is returned within six (6) months of termination, any fees charged for such U-verse Equipment will be refunded (other than fees for damages). No refunds will be made for U-verse Equipment returned after six (6) months from termination. The return of equipment provisions also apply if your existing equipment is replaced or upgraded for any reason.

**8. Account Security**

You will receive a password associated with your Member ID upon completing the Site/Service registration process. You agree to keep confidential all passwords, IP addresses, and computer names and are solely responsible for any liability or damages resulting from your failure to maintain that confidentiality. You are also solely and fully responsible and liable for all activities that occur under your password, Member ID or IP address. You agree to do all of the following: (a) immediately notify AT&T if you suspect any breach of security such as loss, theft, Public Use or unauthorized disclosure or use of your Member Account or Sub Account, password, Member ID, or any credit or charge card number provided to AT&T or Yahoo! by calling:

1-866-722-3425 for AT&T Dial subscribers,

1-877-722-3755 for AT&T High Speed Internet subscribers, and AT&T High Speed Internet Direct (Business and Consumer),

1-800-ATT-2020 for AT&T U-verse High Speed Internet consumer subscribers,

1-800-321-2000 for AT&AT U-verse High Speed Internet Business Edition, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Business Edition Direct,

1-888-321-2375 for FastAccess Business DSL and FastAccess Business DSL Direct subscribers, FastAccess DSL, and BellSouth Dial Internet subscribers (Business and Consumer).

(b) ensure that you exit from your account at the end of each session; and (c) periodically change your password. There is a risk that other users may attempt to access your computer through the Internet or connected networks. You acknowledge this risk as inherent to the shared nature of the Service and you agree to take full responsibility for taking adequate security precautions and safeguarding your data from loss.

**9. Yahoo! Premium Services**

Yahoo! also offers certain premium services. You may be prompted to complete the registration process and provide billing and other information before you can use Premium Services. Premium Services are considered part of the Service and are covered by the terms of this Agreement, but may have separate posted guidelines or additional terms that you must follow when using such Premium Services. In addition, certain services offered by Yahoo! are governed by additional agreements. The posted guidelines, additional terms or additional agreements (as applicable) will be provided to you when you use, sign up for or register for those particular services. Unless otherwise expressly noted, the services provided by Yahoo! are consumer services.

Certain Premium Services are included as part of your membership in the Service. These are called "Core Premium Services." Other premium services are available for purchase at an additional cost. These are called "A La Carte Premium Services."

**a. Termination of Premium Services and Benefits.** Core Premium Services, any discounts that are provided to Members of the Service on the purchase of certain additional A La Carte Premium Services, or any other benefits provided as part of the Service will terminate upon termination or discontinuance of your membership with the Service. All Core and A La Carte Premium Services, discounts and other benefits provided as part of or in connection with the Service are subject to change at any time without notice. You may cancel a Premium Service at any time by calling Yahoo! Customer Service at (409) 349-5151.

For customers who have a Yahoo! ID that is combined with an account under this Service, any A La Carte Premium Services you may have will remain in effect according to the terms applicable to each of those services after termination of your account. For a period of at least 90 days after the termination of your Service account, you will be asked to close your Member ID when you log in to Yahoo! at any Yahoo! "sign in" opportunity (including, <http://att.yahoo.com>) using your Yahoo! ID or Member ID. If you do not close your Member ID within such period, we will automatically close your Member ID for you. After your Member ID is closed, you will be able to access your A La Carte Premium Services using your Yahoo! ID.

If you did not combine a Yahoo! ID with an account under this Service, then any A La Carte Premium Services that you purchased under your Member ID will terminate if you fail to transfer them to a new Yahoo! ID within 90 days after termination of your Service account. Unless and until they are terminated, any A La Carte Premium services you may have will remain in effect according to the terms applicable to each of those services. Upon transferring your A La Carte Premium Services to a new Yahoo! ID, you will be able to access these premium services using your new Yahoo! ID. You will be given the option to transfer these premium services to a new Yahoo! ID, when you log in to Yahoo! at any Yahoo! "sign in" opportunity (including, <http://att.yahoo.com>) using your Member ID within the transfer period. If you do not transfer these premium services to a new Yahoo! ID, we will terminate these premium services and you may lose some associated data that is stored in connection with such premium services, such as e-mails, photos, or briefcase data that are attributable to premium services that offer extra storage in the Yahoo! Mail, Yahoo! Photos, and Yahoo! Briefcase properties. Your Member ID will close when you transfer your A La Carte Premium Services or, if you fail to transfer them, at the end of the transfer period.

**Note:** Sub-Accounts with a combined Yahoo! ID will keep their A La Carte Premium Services under their Yahoo! ID when the Member ID of the member Account holder is closed. Sub-Accounts with no combined Yahoo! ID will not have an opportunity to transfer their A La Carte Premium Services and associated data, Sub-Account holders should make the election following the process above before the Member ID of the Member Account is closed.

**10. Restrictions on Use**



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Your use of the Site & Service is subject to the AT&T Acceptable Use Policy ("AUP") which may be viewed at <http://www.att.com/aup/> and is hereby incorporated into these Terms of Service as though fully set forth herein. In accordance with the AUP, AT&T reserves the right to deny, disconnect, modify and/or terminate, without notice, the Member Account or the Service provided by AT&T and/or Yahoo! to any customer whose use of the service violates the AUP. Examples of violations of the AUP include, but are not limited to: (i) unlawful activities, (ii) violation of intellectual property rights, (iii) publication or dissemination of threatening material, (iv) inappropriate interaction with minors, (v) Spam/E-mail/Usenet abuse, (vi) uses which are harmful to or interfere with the use of AT&T's network or systems, or the network of any other provider, (vii) uses which interfere with the use or enjoyment of the Services received by others, (viii) uses that constitutes a security risk or a violation of privacy. See the AUP for a more detailed discussion of the policy and these examples.

**a. No Resale.** The Service is provided for your use only (unless otherwise specifically stated) and you agree not to, whether for a fee or without charge, reproduce, duplicate, copy, sell, transfer, trade, resell, re-provision, redistribute, or rent the Service, your membership in the Service, any portion of the Service, use of the Service, or access to the Service, including, but not limited to, reselling capabilities enabled or used by a specific application (including, without limitation, Voice Over Internet Protocol (VOIP) via wired, wireless or other means. For example, you agree that the Service is not to be used to trunk or facilitate public internet access ("Hotspots") or any other public use of the Service, or for any high volume purpose. All aspects of the Service and Site, except that portion provided by third party providers, is copyrighted and property of AT&T and/or Yahoo! as applicable.

**b. Copyright Infringement & Digital Millennium Copyright Act.** You are prohibited from infringing, publishing, submitting, copying, uploading, downloading, posting, transmitting, reproducing, or distributing software, video or audio content, or any other material that is protected by copyright, trademark, patent, trade secret, any other type of intellectual property rights, trademark laws (by rights of privacy or publicity) or other proprietary right of any party unless you own or control the rights thereto or have received all necessary consent to do the same. This prohibition includes the use of any material or information including images or photographs that are made available through the Site or Service(s). **AT&T and Yahoo! assume no responsibility, and you assume all risks, regarding the determination of whether material is in the public domain, or may otherwise be used by you for such purposes.**

AT&T respects the intellectual property rights of others. If you believe that your work has been copied and has been posted, stored or transmitted to the Site in a way that constitutes copyright infringement, please submit a notification pursuant to the Digital Millennium Copyright Act ("DMCA") by providing AT&T's Copyright Agent the following written information: (a) an electronic or physical signature of the person authorized to act on behalf of the owner of the copyright interest; (b) a description of the copyrighted work that you claim has been infringed upon; (c) a specific description of where the material that you claim is infringing is located on the Site; (d) your address, telephone number, and e-mail address; (e) a statement by you that you have a good-faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law; (f) a statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf.

AT&T's Copyright Agent for notice of claims of copyright infringement on the Site can be reached as follows:

Manager of Security & Copyright Infringement 1800 Perimeter Park Drive, Suite 100 Morrisville, NC 27560 Phone: (919) 319-5737 Fax: (919) 319-8154 E-mail: [copyright@att.com](mailto:copyright@att.com)

For more information about AT&T's copyright protection practices under the DMCA and for information on how to contact AT&T's DMCA agent, please refer to [www.att.net/legal/copyright](http://www.att.net/legal/copyright).

**c. Use by Children.** AT&T is concerned about the safety and privacy of all its users, particularly children. For this reason, children under the age of 13 will not be permitted to access the Site or Service unless added as a Sub Account by a Member Account holder who is their legal guardian. You understand that by adding a child to your Member Account, you are giving your child access to features that are available as part of the Site or Service (including email, message boards, clubs, and instant messages) and the Internet. Please remember that the Service is designed to appeal to a broad audience. It is your responsibility to determine whether the features provided through the Site and Service are appropriate for a minor.

AT&T suggests that you take advantage of the access controls offered with the Service, which allow you, as the Member Account holder, to block access to certain types of web content you may feel are inappropriate for minors. However, AT&T also recommends that you remain diligent in the supervision of any minors in their use of the Service and the Internet. Access controls provided through the Service are intended as a guide only. Neither AT&T nor Yahoo! nor their licensors can be responsible for any content accessed by you or minors, whether or not you take advantage of the access controls provided through the Service. In addition, neither AT&T nor Yahoo! nor their licensors guarantee the accuracy of such access controls, and you agree that you will not hold AT&T or Yahoo! liable for any loss or damage of any kind incurred as a result of the use of such access controls.

**d. Network Management.** AT&T reserves the right to engage in reasonable network management practices, to protect its broadband network from harm, compromised capacity, degradation in network performance or service levels, or uses of the Service which may adversely impact access to or the use of the Service by other customers. Reasonable network management practices that AT&T may adopt include, but are not limited to, the following: (i) a cap on data usage; (ii) a modification of a customer's serving facility or service technology, and/or (iii) a modification of or a limitation on a customer's data throughput speed or data consumption.

A very small percentage of customers use the Service in a way which creates harm to the network, compromised capacity, degradation in network performance or service levels, or which may adversely impact access to or the use of the Service by other customers. In the event that AT&T adopts a network management practice which will apply to your Service, we will provide you with a notice, by web posting, bill insert, email, letter and/or other appropriate means, which describes the network management practice, explains how it will work, and explains how it could impact your Service.

## **11. Data Management, Content & Links**

**a. Data Management.** You are responsible for management of your information including but not limited to back-up and restoration of data, erasing data from disk space you control and changing data on or settings for your modem and/or router. AT&T is not responsible for the loss of your data or for the back-up or restoration of your data regardless of whether this data is maintained on our servers or your computer server.

**b. Content.** You, and not AT&T or Yahoo!, are entirely responsible for all content that you upload, download, post, email, transmit or otherwise make available via the Site and Service ("Content"). AT&T and Yahoo! do not generally pre-screen or control Content that is posted by users of the Site, and, therefore, do not guarantee the accuracy, integrity or quality of such Content. AT&T and Yahoo! shall have the right (but not the obligation) in its sole discretion to pre-screen, refuse or remove any Content that is available via our Site that is illegal, violates these Terms or the AUP, or exposes AT&T or Yahoo! to any risk of claims, lawsuits or liability. As the providers of the Service, we are only a forum and are not liable for any statements, representations, or Content provided by Site users. Any opinions, advice or recommendations expressed therein are those of the users providing such Content and not those of AT&T or Yahoo!. We do not endorse any Content or any opinion, recommendation or advice expressed therein. Mobile data charges may apply for any content forwarded from the Site that is subsequently accessed on a mobile device.

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AT&T and Yahoo! may preserve Content and may also disclose Content if required to do so by law or in the good faith belief that such preservation or disclosure is reasonably necessary to: (a) comply with legal process; (b) enforce this Agreement; (c) respond to claims that any Content violates the rights of third-parties; or (d) protect the rights, property, or personal safety of AT&T, Yahoo!, other end users and the public.

**c. Grant of License.** AT&T and Yahoo! do not claim ownership of Content you submit or make available for inclusion on the Site or Service. However, with respect to Content you submit or make available for inclusion on publicly accessible areas of the Site, you grant AT&T and Yahoo! the following world-wide, royalty free and non-exclusive license(s) as applicable:

- (i) With respect to Content you submit or make available for inclusion on publicly accessible areas of Yahoo! Groups, you grant AT&T and Yahoo! the license to use, distribute, reproduce, modify, adapt, publicly perform and publicly display such Content on the Site solely for the purposes of providing and promoting the specific Yahoo! Group to which such Content was submitted or made available. This license exists only for as long as you elect to continue to include such Content on the Site and will terminate at the time you remove or Yahoo! removes such Content from the Site.
- (ii) With respect to photos, graphics, audio or video you submit or make available for inclusion on any publicly accessible area of the Site other than Yahoo! Groups, you grant AT&T and Yahoo! the license to use, distribute, reproduce, modify, adapt, publicly perform and publicly display such Content on the Site solely for the purpose for which such Content was submitted or made available. This license exists only for as long as you elect to continue to include such Content on the Site and will terminate at the time you remove or Yahoo! removes such Content from the Site.
- (iii) With respect to Content other than photos, graphics, audio or video you submit or make available for inclusion on publicly accessible areas of the Site other than Yahoo! Groups, you grant AT&T and Yahoo! the perpetual, irrevocable and fully sub-licensable license to use, distribute, reproduce, modify, adapt, publish, translate, publicly perform and publicly display such Content (in whole or in part) and to incorporate such Content into other works in any format or medium now known or later developed.

**d. Links.** The Site may include links to other web sites or resources. These links are to websites which AT&T and Yahoo! do not control. AT&T and Yahoo! are not, therefore, responsible and will not be liable for the availability, content, advertising, products or other materials available on such websites or any damage alleged to have been caused by or in connection with the use of content available on such websites.

**e. Third Party Content.** Content contained in sponsor advertisements or information presented to you through the Site or advertisers is protected by copyrights, trademarks, service marks, patents or other proprietary rights and laws. Except as expressly authorized by AT&T, Yahoo! or advertisers you agree not to modify, rent, lease, loan, sell, distribute or create derivative works based on the Site, Service or the Software in whole or in part.

**f. DNS Language Assist.** If you enter an incomplete or inaccurate web address, instead of providing only an error message, AT&T will automatically search for similar or related terms and present you with suggested sites you may want to reach. AT&T and our partners do not retain this information, nor do we your retain information for any other purpose. If you prefer to opt out of this service, you may do so by visiting <http://www.att.com/cmpchoice> from your desktop or from your mobile web browser.

## **12. Privacy Policies**

Your use of the Service and registration data and certain other information about you, are subject to the respective privacy policies of AT&T and Yahoo!. These policies are available at: <http://att.yahoo.com/privacy>.

All U-verse® with AT&T GigaPowerSM Internet traffic is scanned to identify originating IP addresses to apply service features and pricing specific to your plan and to restrict use of web browsing information to customers who have chosen to participate in the AT&T Internet Preferences program. AT&T may collect and use web browsing information for other purposes, as described in our Privacy Policy, even if you do not participate in the Internet Preferences program. For more information, go to AT&T Internet Preferences FAQs at [www.att.com/InternetPreferences](http://www.att.com/InternetPreferences).

## **13. DISPUTE RESOLUTION WITH AT&T BY BINDING ARBITRATION**

**PLEASE READ THIS CAREFULLY. IT AFFECTS YOUR RIGHTS.** Consumer Customers: See Arbitration sections below. Business Customers: See Schedule 1.

Most customer concerns can be resolved quickly and to the customer's satisfaction by calling our customer service department at 1-800-288-2020. **In the unlikely event that AT&T's customer service department is unable to resolve a complaint you may have to your satisfaction (or if AT&T has not been able to resolve a dispute it has with you after attempting to do so informally), we each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court. Arbitration uses a neutral arbitrator instead of a judge or jury, allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief that a court can award. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted.** For any non-frivolous claim that does not exceed \$75,000, AT&T will pay all costs of the arbitration. Moreover, in arbitration you are entitled to recover attorneys' fees from AT&T to at least the same extent as you would be in court.

In addition, under certain circumstances (as explained below), AT&T will pay you more than the amount of the arbitrator's award and will pay your attorney (if any) twice his or her reasonable attorneys' fees if the arbitrator awards you an amount that is greater than what AT&T has offered you to settle the dispute.

### **Arbitration Agreement**

1. AT&T and you agree to arbitrate **all disputes and claims** between you and AT&T. This arbitration agreement does not include claims against Yahoo, or claims against AT&T or Yahoo that are based in whole or in part on the Site. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
  - claims arising out of or relating to any aspect of the relationship between us, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
  - claims that arose before this or any prior Agreement (including, but not limited to, claims relating to advertising);
  - claims that are currently the subject of purported class action litigation in which you are not a member of a certified class; and
  - claims that may arise after the termination of this Agreement.

References to "AT&T", "you", and "us" include our respective subsidiaries, affiliates, agents, employees, predecessors in interest, successors, and assigns, as well as all authorized or unauthorized users or beneficiaries of the Service or Site under this or prior Agreements between us. Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude you from bringing issues to the attention of federal, state, or local agencies. Such agencies, can, if the law allows, seek relief against us on your behalf. **YOU AGREE THAT, BY ENTERING INTO THIS AGREEMENT, YOU AND AT&T ARE EACH WAIVING THE RIGHT TO A TRIAL BY JURY OR TO PARTICIPATE IN A CLASS ACTION.** This Agreement evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This arbitration provision shall survive termination of this

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Agreement.

2. A party who intends to seek arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). The Notice to AT&T should be addressed to: Office for Dispute Resolution, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 ("Notice Address"). The Notice must (1) describe the nature and basis of the claim or dispute; and (2) set forth the specific relief sought ("Demand"). If AT&T and you do not reach an agreement to resolve the claim within thirty (30) days after the Notice is received, you or AT&T may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by AT&T or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or AT&T is entitled. **You may download or copy a form Notice and a form to initiate arbitration from here: [att.com/arbitration-forms](http://att.com/arbitration-forms).**
3. After AT&T receives notice at the Notice Address that you have commenced arbitration, it will promptly reimburse you for your payment of the filing fee, unless your claim is for greater than \$75,000. (The filing fee currently is \$200, but is subject to change by the arbitration provider. If you are unable to pay this fee, AT&T will pay it directly upon receiving a written request at the Notice Address). The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this Agreement, and will be administered by the AAA. The AAA Rules are available online at [www.adr.org](http://www.adr.org), by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. (You may obtain information that is designed for non-lawyers about the arbitration process at [att.com/arbitration-information](http://att.com/arbitration-information).) The arbitrator is bound by the terms of this Agreement. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the arbitration provision are for the court to decide. Unless AT&T and you agree otherwise, any arbitration hearings will take place in the county (or parish) of your billing address. If your claim is for \$10,000 or less, we agree that you may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based.
- Except as otherwise provided for herein, AT&T will pay all AAA filing, administration and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (as measured by the standards set forth in Federal Rule of Civil Procedure 11(b)), then the payment of all such fees will be governed by the AAA Rules. In such case, you agree to reimburse AT&T for all monies previously disbursed by it that are otherwise your obligation to pay under the AAA Rules. In addition, if you initiate an arbitration in which you seek more than \$75,000 in damages, the payment of these fees will be governed by the AAA rules.
4. If, after finding in your favor in any respect on the merits of your claim, the arbitrator issues you an award that is greater than the value of AT&T's last written settlement offer made before an arbitrator was selected, then AT&T will:
- pay you the greater of the award or \$10,000 ("the alternative payment"), whichever is greater; and
  - pay your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs), that your attorney reasonably accrues for investigating, preparing, and pursuing your claim in arbitration ("the attorney premium").
- If AT&T did not make a written offer to settle the dispute before an arbitrator was selected, you and your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards you any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within fourteen (14) days of the arbitrator's ruling on the merits.
5. The right to attorneys' fees and expenses discussed in paragraph (d) supplements any right to attorneys' fees and expenses you may have under applicable law. Thus, if you would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding you that amount. However, you may not recover duplicative awards of attorneys' fees or costs. Although under some laws AT&T may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, AT&T agrees that it will not seek such an award.
6. The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND AT&T AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR OR ITS INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both you and AT&T agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this specific proviso is found to be unenforceable, then the entirety of this arbitration provision shall be null and void.
7. Notwithstanding any provision in this Agreement to the contrary, we agree that if AT&T makes any future change to this arbitration provision (other than a change to the Notice Address) during the period of time that you are receiving Services, you may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any future change, you are agreeing that you will arbitrate any dispute between us in accordance with the language of this provision.

**14. Dispute Resolution with Yahoo**

You and Yahoo! each agree that this Agreement and the relationship between You and Yahoo! shall be governed by the laws of the State of California without regard to its conflict of law provisions and that any and all claims, causes of action or disputes (regardless of theory) arising out of or relating to the services offered or provided by Yahoo!, or the relationship between you and Yahoo!, shall be brought exclusively in the courts located in the county of Santa Clara, California or the U.S. District Court for the Northern District of California. You and Yahoo! agree to submit to the personal jurisdiction of the courts located within the county of Santa Clara, California or the Northern District of California, and agree to waive any and all objections to the exercise of jurisdiction over the parties by such courts and to venue in such courts.

**15. Software - End User License Agreement**

If you have connected to the Service by downloading or installing AT&T's and/or Yahoo!'s Internet software ("Software"), your use of that Software is subject to the End User License Agreement that accompanied that Software. Otherwise, AT&T, Yahoo! or its applicable third party licensors, grants you a personal, non-exclusive right and license to use the object code of any software provided to you in conjunction with the Service on a single computer; provided that you do not (and do not allow any third party to) copy, modify, create a derivative work of, reverse engineer, reverse assemble or otherwise attempt to discover any source code, sell, assign, sublicense, grant a security interest in or otherwise transfer any right in the Software. You agree not to modify the Software in any manner or form, nor to use modified versions of the Software, including (without limitation) for the purpose of obtaining unauthorized access to the Service. You agree not to access the Service by any means other than through the interface that is provided by AT&T and Yahoo! for use in accessing the Service. The Software is provided with RESTRICTED RIGHTS. Use, duplication, or disclosure by the Government is subject to restrictions as set forth in subparagraphs (a) through (d) of the Commercial Computer Restricted Rights clause at FAR 52.227-19 when applicable, or in subparagraph (c)(1)(ii) of The Rights in Technical Data and Computer Software clause of DFARS and in similar clauses in the NASA FAR Supplement.

AT&T, Yahoo!, or applicable third party licensors may provide Software upgrades, updates or supplements (such as, but not limited to, adding or removing features or updating security components). You understand that whether the equipment is owned by you or AT&T, AT&T, Yahoo!, or the applicable third party licensor, has the

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unrestricted right, but not the obligation, to upgrade, update, or supplement the Software on your equipment at any time.

**Export Limits.** None of the software or underlying information or technology may be downloaded or otherwise exported or re-exported (a) into (or to a national or resident of) any country to which the United States has embargoed goods; or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Commerce Department's Table of Deny Orders. The Software and any underlying technology may not be exported outside the United States or to any foreign entity or "foreign person" as defined by U.S. government regulations, including without limitation, anyone who is not a citizen, national or lawful permanent resident of the United States.

**16. Operational Limits/Force Majeure**

Provisioning of the Service is subject to the availability and the operational limitations of the requisite equipment and associated facilities. You understand and agree that temporary interruptions of the Service may occur as normal events in the provision of the Service and that AT&T and Yahoo! are not liable for such interruptions. You further understand and agree that AT&T and Yahoo! have no control over third party networks you may access in the course of your use of the Service, and therefore, delays and disruptions of other network transmissions are beyond the control of AT&T and Yahoo!. In addition, AT&T and Yahoo! are not liable for any failure of performance due to any cause beyond their reasonable control including acts of God, fire, explosion, vandalism, terrorism, cable cut, major weather disturbance, national emergencies, riots, wars, labor difficulties, supplier failures, shortages, breaches, any law, order, regulation, direction, action, or request by any government, civil or military authority, or suspension of existing service in compliance with state and/or federal law, rules and regulations, or delays caused by you or your equipment.

**17. Customer Service Support**

AT&T provides free basic customer care for Service purchased from AT&T and covered under this Agreement. However, under this TOS, AT&T does not provide support for devices that access the Service under this Agreement.

**18. DISCLAIMER OF WARRANTIES**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT:

1. YOUR USE OF THE SITE, SERVICE AND/OR SOFTWARE IS AT YOUR SOLE RISK. THEY ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. AT&T, YAHOO! AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS EXPRESSLY DISCLAIM ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT.
2. AT&T, YAHOO! AND THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS AND LICENSORS MAKE NO WARRANTY THAT (i) THE SITE, SERVICE AND/OR SOFTWARE WILL MEET YOUR REQUIREMENTS, (ii) THE SITE, SERVICE AND/OR SOFTWARE WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE (FOR EXAMPLE BUT WITHOUT LIMITATION, NEITHER AT&T NOR YAHOO! WARRANTS THAT YOU WILL ALWAYS RECEIVE EMAILS ADDRESSED TO YOU), (iii) THE RESULTS THAT MAY BE OBTAINED FROM THE USE OF THE SITE, SERVICE AND/OR SOFTWARE WILL BE ACCURATE OR RELIABLE, (iv) THE QUALITY OF ANY PRODUCTS, SERVICES, INFORMATION, OR OTHER MATERIAL PURCHASED OR OBTAINED BY YOU THROUGH THE SITE, SERVICE AND/OR SOFTWARE WILL MEET YOUR EXPECTATION, AND (v) ANY ERRORS IN THE SITE, SERVICE AND/OR SOFTWARE WILL BE CORRECTED.
3. ANY MATERIAL DOWNLOADED OR OTHERWISE OBTAINED THROUGH THE USE OF THE SITE, SERVICE AND/OR SOFTWARE IS DONE AT YOUR OWN DISCRETION AND RISK AND YOU WILL BE SOLELY RESPONSIBLE FOR ANY DAMAGE TO YOUR COMPUTER SYSTEM OR LOSS OF DATA THAT RESULTS FROM THE DOWNLOAD OF ANY SUCH MATERIAL.
4. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM AT&T OR YAHOO! OR THROUGH OR FROM THE SITE, SERVICE AND/OR SOFTWARE WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THIS AGREEMENT.

**19. LIMITATION OF LIABILITY**

YOU EXPRESSLY UNDERSTAND AND AGREE THAT NEITHER AT&T NOR YAHOO! NOR THEIR SUBSIDIARIES, AFFILIATES, OFFICERS, EMPLOYEES, AGENTS, PARTNERS OR LICENSORS WILL BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA OR OTHER INTANGIBLE LOSSES (EVEN IF AT&T OR YAHOO! HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES), RESULTING FROM: (a) THE USE OR THE INABILITY TO USE THE SITE, SERVICE AND/OR SOFTWARE; (b) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS AND SERVICES; (c) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA; (d) STATEMENTS OR CONDUCT OF ANY THIRD PARTY ON THE SITE, SERVICE AND/OR SOFTWARE; (e) FAILURE TO INSURE THE COMPATIBILITY OF YOUR SYSTEM (INCLUDING THE EQUIPMENT, DEVICES, AND SOFTWARE THAT YOU PROVIDE TO RECEIVE THE SERVICE) WITH THE SITE, SERVICE, AND/OR SOFTWARE; (f) ANY OTHER MATTER RELATING TO THE SITE, SERVICE, AND/OR SOFTWARE; AND/OR (g) BATTERY BACKUP.

**Exclusions and Limitations.** SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN WARRANTIES OR THE LIMITATION OR EXCLUSION OF LIABILITY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. ACCORDINGLY, SOME OF THE ABOVE LIMITATIONS OF SECTIONS 18 AND 19 MAY NOT APPLY TO YOU.

**20. Indemnity**

You agree to indemnify and hold Yahoo!, AT&T and their subsidiaries, affiliates, officers, agents, co-branders, licensors or other partners and employees harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of Content you submit, post, transmit or otherwise make available through the Site or Service, your use of the Site or Service, your connection to the Site or Service, your violation of this Agreement, your violation of the AUP or your violation of any rights of another.

You acknowledge that you are responsible for all use of the Site and Service using your account, including use by Sub Accounts, and that this Agreement, the Acceptable Use Policy and Privacy Policies, as amended from time to time, apply to any and all usage of your account, including use by Sub Accounts. You agree to abide by these terms and you agree to defend, hold harmless and indemnify AT&T and Yahoo! from and against any and all claims stemming from usage of this account and any Sub-Account-whether or not such usage is expressly authorized by you.

**21. General**

**Exhibit 7.a**

**a. Special Admonition for Services Related to Financial Matters.** If you intend to create or join any service, receive or request any news, messages, alerts or other information from the Site or Service concerning companies, stock quotes, investments or securities, AT&T and Yahoo! and their licensors will not be responsible or liable for the accuracy, usefulness or availability of any information transmitted or made available via the Service, and will not be responsible or liable for any trading or investment decisions made based on such information. The Site and Service is provided for informational purposes only, and no Content included in the Site or Service is intended for trading or investing purposes.

**b. Contact Information.** Unless otherwise specified in this Agreement, notices by Members to AT&T must be given by calling: for AT&T Dial subscribers (1-866-722-3425), for AT&T High Speed Internet subscribers (Business and Consumer) (1-877-722-3755), for AT&T U-verse High Speed Internet subscribers (Consumer Only) (1-800-ATT-2020), for FastAccess DSL and BellSouth Dial Internet subscribers (Business and Consumer) (1-888-321-2375), and AT&T U-verse High Speed Internet-Business Edition( 1-888-288-8339). LEGAL NOTICES to AT&T and Yahoo! must be given by letter delivered by first class US mail to AT&T Service, PO Box 204089, Austin, Texas 78720-4089.

**c. Trademark Information/Proprietary Rights.**

The YAHOO!, Yahoo! logo, and all other Yahoo! logos and product and service names are each trademarks of Yahoo! Inc. (the "Yahoo! Marks"). You may not display or use the Yahoo! Marks in any manner without Yahoo's prior written permission. AT&T and the AT&T logos and all other AT&T brands, logos and product and service names ("AT&T marks") are registered trademarks or trademarks of AT&T Intellectual Property. Any use of AT&T Marks is prohibited without permission of AT&T Intellectual Property.

Nothing contained in this Agreement may be construed to convey to you any interest, title, or license in the Member ID, email address, Universal Resource Locator, IP address, or domain name used by you in connection with the Service.

**d. Additional Terms.** This Agreement, any other policies or guidelines referenced herein and the terms set forth in any promotional offer for the Service constitute the entire agreement between AT&T, Yahoo! and you. This Agreement governs your use of the Site and/or Service, superseding any prior agreement between you and Yahoo! or AT&T with respect to the subject matter of this Agreement. You also may be subject to additional terms and conditions that may apply when you use or purchase certain other Yahoo!, AT&T or affiliate services, third-party content or third-party software. The failure of AT&T or Yahoo! to exercise or enforce any right or provision of this Agreement will not constitute a waiver of such right or provision. If any provision of this Agreement is found by a court of competent jurisdiction to be invalid, the parties nevertheless agree that the court should endeavor to give effect to the parties' intentions as reflected in the provision, and the other provisions of this Agreement remain in full force and effect. You agree that, except as otherwise expressly provided in this Agreement, there shall be no third party beneficiaries to this agreement. You agree that your Yahoo! account is non-transferable and any rights to your Yahoo! I.D. or contents within your account terminate upon your death. Upon receipt of a copy of a death certificate, your account may be terminated and all contents therein permanently deleted. You agree that regardless of any statute of laws to the contrary, any claim or cause of action arising out of or related to use of the Service or this Agreement must be filled within one (1) year after such claim or cause of action arose or be forever barred. We can assign all or part of AT&T or Yahoo's rights or duties under this Agreement without notifying you. You may not assign this Agreement or the Services without prior written consent. If any part of this Agreement is found invalid, the rest of the Agreement will remain valid and enforceable. The section titles and paragraph headings in this Agreement are for convenience only and have no legal or contractual effect.

**e. Survival.** Obligations and rights in connection with this Agreement, which by their nature would continue beyond the termination, cancellation or expiration of this Agreement, will survive the termination, cancellation or expiration of the Agreement, including, but not limited to those in the following sections: Equipment and Software, Payment, Disclaimer of Warranties, Limitation of Liability, Dispute Resolution by Binding Arbitration, General.

To report violations of this Agreement or the AT&T Acceptable Use Policy, please go to: <http://www.corp.att.com/aup/> or e-mail us at [abuse@att.net](mailto:abuse@att.net).

[1] AT&T U-verse High Speed Internet, AT&T High Speed Internet, AT&T U-verse High Speed Business Edition, AT&T High Speed Internet Business Edition, AT&T High Speed Internet Direct, AT&T High Speed Internet Business Edition Direct, and AT&T Dial services are provided by your local AT&T telephone company which is one of the following, depending on the state where service is provided: Southwestern Bell Telephone Company (in AR, KS, MO, OK, and TX), Pacific Bell Telephone Company (in CA), Illinois Bell Telephone Company (in IL), Indiana Bell Telephone Company, Incorporated (in IN), Michigan Bell Telephone Company (in MI), Nevada Bell Telephone company (in NV), The Ohio Bell Telephone Company (in OH), Wisconsin Bell, Inc. (in WI), or BellSouth Telecommunications, LLC (in AL, GA, FL, KY, LA, MS, NC, SC, and TN). FastAccess DSL, FastAccess Business DSL, FastAccess Business DSL Direct, and BellSouth® Dial Internet Service are provided by BellSouth Telecommunications. AT&T Dial provided in other states is provided by AT&T Corp. (All companies listed are referred to herein as "AT&T").

## Schedule 1

### Business Customers

#### Additional Terms and Conditions

**1. Inside Wire.** When ordering AT&T U-verse High Speed Internet Service, you will be responsible for obtaining Inside Wire (IW) in the form of copper wire or fiber optic cable between AT&T's network termination interface at your building and the gateway equipment located at the customer premises. You may have the option of ordering IW from AT&T or installing your own IW. If you elect to install your own IW, the IW must be installed and available for use by AT&T Technicians before you order AT&T U-verse High Speed Internet Service. If inside wire service is ordered from AT&T, it is Customer's full responsibility to obtain landlord permission or approvals for such inside wiring. For AT&T U-verse High Speed Internet Business Edition (fiber-based only), any determination of whether the inside wire work will be provided by you or AT&T will be made at the time the installation technician is dispatched and surveys the job.

**2. Inside Wire-Disclaimer of Warranties.** If inside wire is provided by AT&T, Customer will upon completion of installation have full ownership and responsibility for such inside wire. **AT&T MAKES NO WARRANTY TO CUSTOMER OR ANY OTHER PARTY FOR ANY WORK OR MATERIALS CONSTITUTING OR ASSOCIATED WITH ANY INSIDE WIRE. AT&T EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, AND AT&T HAS NO RESPONSIBILITY TO MAINTAIN, UPDATE, REPAIR, REPLACE, DE-INSTALL, OR REMOVE ANY INSTALLED INSIDE WIRE.**

**3. Service Guides.** If you are an AT&T FastAccess Business DSL customer, or an AT&T High Speed Internet Business Edition customer, you are also subject to the terms set forth in the service guides for these services, which are incorporated herein by reference and may be found at:

- [http://serviceguidenew.att.com/sg\\_flashPlayerPage/FADSL](http://serviceguidenew.att.com/sg_flashPlayerPage/FADSL) (Fast Access® Business DSL)

**Exhibit 7.a**

- [http://serviceguidenew.att.com/sg\\_flashPlayerPage/HSI](http://serviceguidenew.att.com/sg_flashPlayerPage/HSI) (AT&T High Speed Internet Business Edition)

**4. Reimbursement for Time, Materials and Expenses (Business Customers Only).** If Customer cancels an order for or terminates any Service or Service Component (other than as permitted for default by AT&T), or AT&T cancels an order for or terminates any Service or Service Component for cause, prior to its Service Commencement Date, Customer will reimburse AT&T for time, materials and expenses incurred prior to the effective date of such cancellation or termination, plus any third party charges resulting from the cancellation or termination.

**5. Arbitration Agreement:**

AT&T and you ("We") agree to resolve all disputes between us through binding arbitration administered by the American Arbitration Association ("AAA") under its Commercial Arbitration Rules, as modified by this provision.

This agreement to arbitrate is broad, and includes disputes of any type between AT&T (including its subsidiaries, affiliates, agents, predecessors, successors, and assigns) and you (including authorized or unauthorized users/beneficiaries of services or devices) under this or prior agreements. **We agree that WE are waiving the right to a trial by jury, to participate in a class action, or to seek remedies beyond the extent necessary to provide individualized relief to, and affecting only, AT&T or You ALone. WE AGREE NOT TO ACT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED OR DE FACTO CLASS OR REPRESENTATIVE PROCEEDING, OR AS A PRIVATE ATTORNEY GENERAL OR ON BEHALF OF THE GENERAL PUBLIC.** Except for matters relating to arbitrability or to the scope and enforceability of the arbitration provision or the interpretation of the limitations on class, representative, private attorney general, and non-individualized relief, all issues are for the arbitrator to decide.

A party seeking arbitration must first send to the other, by certified mail, a written Notice of Dispute ("Notice"). Notice to AT&T must be addressed to: Office of Dispute Resolution, AT&T, 1025 Lenox Park Blvd., Atlanta, GA 30319 ("Notice Address"). The Notice must (a) describe the basis of the claim or dispute; (b) describe the specific relief sought ("Demand"); and (c) provide your AT&T account number. If We do not resolve the claim within 30 days after receipt of the Notice, either of us may commence an arbitration. The amount of any settlement offer made by AT&T or you shall not be disclosed to the arbitrator until after the arbitrator determines the amount of any award on the merits.

Unless We agree otherwise, any arbitration hearings will take place in the county of your billing address. AT&T will pay all AAA filing, administration, and arbitrator fees for a claim brought by AT&T or for a claim or Demand valued at up to \$25,000 brought by You. If the arbitrator finds that your claim or Demand is frivolous or is brought for an improper purpose (as measured by the standards in Federal Rule of Civil Procedure 11(b)), then the payment of fees will be governed by the AAA rules and You agree to reimburse AT&T for fees already paid by AT&T that are your obligation under the AAA rules.

If you complied with the notice procedures above; the value of your claim or Demand is \$25,000 or less; and the arbitrator awards you an amount greater than the value of AT&T's last written settlement offer made before an arbitrator was selected (or any amount if AT&T made no offer), AT&T will:

- Pay you the award or \$10,000, whichever is greater ("Alternative Payment"); and
- Pay your attorney, if any, the amount of attorneys' fees and expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing and pursuing your claim in arbitration ("Attorney Award").

The arbitrator may rule on the payment of fees, expenses, and the Alternative Payment and Attorney Award during the proceeding and within 14 days after his/her final ruling on the merits. In assessing whether the award is greater than the value of AT&T's last written settlement offer, the arbitrator may consider only those attorneys' fees or expenses that you incurred through the date of your Notice and which had been awarded to You. You may also recover attorneys' fees and expenses under applicable law, but you may not recover duplicative awards of attorneys' fees or expenses.

This Agreement evidences a transaction in interstate commerce, and the Federal Arbitration Act governs. This arbitration provision survives termination of this Agreement. As the exclusive alternative to arbitration, AT&T or you may commence an individual action in Small Claims Court. If a court rejects enforcement of any of the limitations on class, representative, private attorney general, or non-individualized relief as to a particular claim for relief, then that claim (and only that claim) must be severed from the arbitration and may be brought in court. Notwithstanding any provision in this Agreement to the contrary, We agree that if AT&T makes any future change to this arbitration provision (except a change to the Notice Address) during your Service commitment, you may reject any such change by sending AT&T written notice within 30 days of the change to the Notice Address. By rejecting any future change, You agree to arbitrate any dispute in accordance with the language of this provision.

If you are located in Puerto Rico, in addition to pursuing arbitration in accordance with this provision, you may notify the Telecommunications Regulatory Board of Puerto Rico of your grievance. Mail: 500 Ave. Roberto H. Toody (Parada 18), San Juan, Puerto Rico 00907-3941; Phone: 1-787-756-0804 or 1-866-578-5500; Online: [jrpr.gobierno.pr](http://jrpr.gobierno.pr).

## Broadband Information

Information About the Network Practices,  
Performance Characteristics & Commercial  
Terms of AT&T's Mass Market  
Broadband Internet Access Services

[En Español](#)

At AT&T, we want our customers to have information to more fully understand and enjoy the services we offer. To help keep customers informed about our mass market broadband Internet access services, the AT&T website ([www.att.com](http://www.att.com)) describes the mass market wireless and wired broadband Internet access services we offer. In this document, we provide information about the network practices, performance characteristics, and commercial terms applicable to our mass market wired, mobile and Wi-Fi broadband Internet access services, consistent with the Federal Communications Commission's Open Internet Rules. This information should help customers make informed choices about how to use those services, and will assist providers of Internet applications, content and services in developing, marketing and maintaining their Internet offerings. We encourage mass market customers and other users of our network to familiarize themselves with this information, and to provide AT&T with feedback about our mass market broadband Internet access services so that we can continue to provide an excellent experience.

Nothing in this document changes your rights and obligations, or ours, under our terms of service associated with the applicable products, Acceptable Use Policy ("AUP") or Privacy Policy. This document and the information contained in it are provided for informational purposes only and may be changed at any time, without notice.

## Network Practices

### ***How does AT&T manage congestion with respect to its mass market broadband Internet access services?***

AT&T strives to provide a high-quality Internet experience for all of our customers. Because the Internet consists of multiple interconnected networks and most Internet end points (e.g., websites and other content providers) are not directly connected to the AT&T network, AT&T must connect to and exchange traffic with other networks to provide its subscribers the capability of uploading data to or downloading data from Internet end points that are connected to those networks. To that end, AT&T has entered into commercially negotiated agreements to exchange traffic with those networks (and the networks with which those networks are connected) on mutually agreeable terms. The links AT&T and other networks use to exchange such traffic may become congested at times. Consistent with its agreements with those other networks and its long-standing practice, AT&T may establish or expand the connections between its network and other networks, but only on mutually agreeable terms. If AT&T is unable to reach agreement on terms of interconnection or network expansion with these other networks, it could affect customers' ability to upload or download data to Internet endpoints connected to those networks. AT&T does not guarantee that it will establish or expand the connections between its network and other networks, or that subscribers will be able to upload data to or download data from Internet end points connected to other networks at any particular speed.

In addition, like the other networks that make up the Internet, the AT&T network is a shared network, which means that the transmission links and other network resources used to provide broadband services are shared among AT&T's subscribers. AT&T manages this network for the benefit of all users based on a variety of factors, and our technical expertise. Nonetheless, temporary congestion may occur when a large number of customers in a concentrated area access the network at the same time or when some customers consume a very large amount of network capacity during busy periods, such as at stadium events, during peak usage times, or during planned network maintenance.

AT&T invests billions of dollars annually to address potential congestion in its broadband networks. We also have developed data plans for our wired and mobile broadband Internet access services so that our customers' rates better reflect their usage levels. AT&T provides usage calculators and other tools for our wired and mobile broadband Internet access services to assist customers in estimating their anticipated usage levels. In addition, we send notices to our customers when they are approaching the applicable usage thresholds for our tiered wired and mobile services. For more information, please click [here](#) (wired) and [here](#) (mobile).

As is common in the industry, we use network management practices and other tools to manage network resources for the benefit of all of our mobile broadband customers, especially during periods when network demand exceeds available network resources (also known as "congestion"). As you would expect, our network management practices have evolved over time to benefit our customers and take advantage of the billions we have spent to expand and augment our networks. One network management practice we use to manage our network resources may affect certain smartphone customers with Unlimited Data Plans. Specifically, if a customer on a smartphone with an Unlimited Data Plan exceeds 22GB of data usage in a billing period, he or she may experience reduced data speeds and increased latency during periods of congestion as compared to other customers using the same cell site. As always, even when subject to network management practices, Unlimited Data Plan smartphone customers have the comfort of knowing that, no matter how much data they use in a billing cycle, they will never be subject to overage charges and will pay a single monthly flat rate. That is the essential promise of an Unlimited Data Plan. Reduced speeds and increased latency may cause web sites to load more slowly or affect the performance of data-heavy activities such as video streaming or interactive gaming. However, an affected unlimited data plan customer will experience reduced speeds and increased latency only if he or she has already exceeded his or her 22GB data usage threshold in a billing period and uses data at a cell site experiencing network congestion at the same moment. As soon as the congestion at the cell site abates, or if the customer's session migrates to an uncongested cell site, speeds and latency are not affected. In addition, this network management practice adjusts dynamically to address the amount of congestion, which can start and stop over a very short time period (often measured in fractions of a second), further minimizing any customer impact. Because the amount of congestion at a cell site can vary significantly, the performance impact for the affected unlimited data plan customer may also vary significantly, but such impact will last only as long as the site is congested.

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## Broadband Information

We will notify customers during each billing cycle when their usage reaches 75% of the 22GB threshold (i.e., 16.5GB) so they can adjust their usage to avoid network management practices that may result in slower data speeds. Customers on tiered data or Mobile Share plans are not subject to these network management practices. For more information about this process, please see below and click [here](#).

With the ever increasing growth in smart phone and tablet usage on our networks, and the growing prevalence of video downloads, AT&T has deployed a reasonable network management video optimization technique in our mobile data network. That technique delivers recorded video to the user's device in a "just in time" fashion ("Buffer Tuning"). Buffer Tuning only applies to internet browser traffic (HTTP, port 80) for recorded video downloads, regardless of the source (including AT&T branded or 3rd party content), and does not affect real-time streaming video. Without Buffer Tuning, video content may be completely delivered to the device and charged against the user's data plan regardless of whether it is viewed. With Buffer Tuning, a sufficient amount of video is delivered to the device so that the user can start viewing the video, and the remainder of the video is delivered just in time to the device as needed for uninterrupted viewing. This optimizes the user's data plan consumption. Additionally, this frees up network resources for all users. Buffer Tuning does not alter video content and should not directly introduce any adverse impact to the viewing experience.

### **Does AT&T favor certain Internet applications by blocking, throttling or modifying particular protocols on its broadband Internet access service?**

No, AT&T does not favor certain Internet applications by blocking, throttling or modifying particular protocols, protocol ports, or protocol fields in ways not prescribed by the protocol standards. However, in response to a specific security threat against our network or our customers, AT&T may occasionally need to limit the flow of traffic from certain locations or take other appropriate actions. In addition, we prevent the use of certain ports on our wired and Wi-Fi broadband Internet access services to help protect our customers and network against malicious activity, as discussed below.

AT&T participates in the Copyright Alert System, which was created pursuant to an agreement amongst the Motion Picture Association of America (MPAA), the Recording Industry Association of America (RIAA), and many of the nation's leading Internet Service Providers (ISPs) and is administered by the Center for Copyright Information (CCI) – [www.copyrightinformation.org](http://www.copyrightinformation.org). The program was established to respond to alleged copyright infringement activities using peer-to-peer file sharing, and attempts to educate customers about the importance of protecting copyright and lawful use of content available over the Internet. Under the program, content owners may notify AT&T of alleged copyright infringement based on the IP address of a user. AT&T then will attempt to identify a subscriber account based on that IP address and forward a copyright alert to the subscriber account, advising the account holder of the allegation and providing information about online copyright infringement. If a subscriber receives additional alerts, we may temporarily redirect the account holder's broadband Internet access service to a webpage where the account holder must review material on the importance of copyright and the lawful use of content available over the Internet. Upon completion of this review, such redirection will be discontinued and the subscriber's service will be restored to normal. Account holders' personally identifiable information is protected throughout this process – AT&T will not provide such information to content owners unless required to do so by court order. For more information about AT&T's Copyright Alert Program, please go to: <https://copyright.att.net/home>.

### **What practices has AT&T adopted to manage network security?**

AT&T takes the security of our customers and our network very seriously. We proactively monitor network activity to help guard against a wide range of security threats, including viruses, botnets, worms, distributed denial of service attacks, SPAM, and other harmful activity. We encourage customers to adopt their own security practices.

We use a variety of network tools to monitor network activity and health to maintain its stability and functionality, to protect the network against threats, and for other operational purposes. We store the information we gather through this monitoring for only as long as we have a business purpose to maintain it. The AT&T Privacy Policy describes how we collect, use and share this information. You can view AT&T's Privacy Policy at: [www.att.com/privacy](http://www.att.com/privacy).

If we detect a security threat, we will typically attempt to isolate the threat and minimize the impact to network service. We may use a variety of security measures to protect the network, including blocking malicious or unlawful traffic, redirecting the flow of traffic over some portions of our network, or taking other actions to address the threat. For example, as described in more detail below, we block certain ports that transfer malicious or disruptive traffic (such as Ports 25, 135, 139, 445, and 1900). We attempt to limit actions to the specific portions of our network or customer base impacted by the security threat and only for as long as necessary to mitigate the threat.

AT&T may scan or analyze network addresses that are registered through AT&T, including addresses that may have been delegated to customers, and/or routes that originate from AT&T-provided networks to detect vulnerabilities that might be used to compromise AT&T or customer assets or might be used in attacks against others. In doing so, we seek to avoid disrupting network service to customers. We may use information derived from these activities to identify and address security issues or to notify customers of issues.

As noted above, AT&T blocks certain ports that transfer malicious or disruptive traffic to protect our customers and our network. Below is more information about port blocking that is currently in place. We may block additional ports in the future based upon threat assessments.

Port	Transport	Protocol	Direction	Threats
0	TCP	Reserved	Both	Reserved Port
19	UDP	Chargen	Both	Reflective DDOS
25	TCP	SMTP	Outbound	SPAM, Malware
68	UDP	BOOTP	Outbound	DHCP server spoofing
123	UDP	NTP	Both	Reflective DDOS
135	TCP	NetBios	Both	Worms, Malware, Reflective DDoS
139	TCP	NetBios	Both	Worms, Malware
445	TCP	MS-DS SMB	Both	Worms, Malware
520	UDP	RIPv1	Both	Reflective DDOS
1900	UDP	SSDP	Both	Reflective DDOS

**Port 0/TCP:** Port 0 is a reserved port. This port should not be used for any applications. Blocking protects our customers from potentially harmful types of network abuses.

**Port 19/UDP:** Port 19 Chargen is a protocol designed to generate a stream of characters for debugging and measurement. Because more recent tools have been developed for measurement and debugging purposes, blocking protects against use of this port in Reflective DDOS attacks.

**Port 25/TCP:** Simple Mail Transport Protocol (SMTP) is used to send email. Port 25/TCP may be blocked from customers with dynamically-assigned Internet Protocol (IP) addresses to protect systems from becoming a mail relay for SPAM. Customers can subscribe to AT&T SMTP services if they need to host an SMTP server on the Internet.

**Port 68/UDP:** Port 68 is used to obtain dynamic IP address information from a dynamic host configuration protocol (DHCP) server. Port 68 may be blocked to eliminate the risk of exposure to a rogue DHCP server.

**Port 123/UDP:** Network Time Protocol (NTP) is used to accurately synchronize computer time of day to a reference time server. Some aspects of Port 123 may be



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### Broadband Information

limited to minimize malicious use. Poorly-configured NTP servers can be used for Reflective DDOS attacks, and some devices provide NTP service inadvertently, which exacerbates the port's malicious use.

**Port 135/TCP:** NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing files unintentionally, worms, and viruses.

**Port 139/TCP:** NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking protects customers from exposing critical system files unintentionally, which could give system access to a malicious actor.

**Port 445/TCP:** NetBIOS is a network file sharing protocol and is also known as Common Internet File System or LanManager. Blocking mitigates a potential threat to certain operating systems. Similar to our blocking of Ports 135 and 139, blocking Port 445 protects customers from exposing files unintentionally, worms, and viruses.

**Port 520/UDP:** RIPv1 - UDP port 520 is used by the Routing Information Protocol (RIP) to share network routing information. RIPv1 was designed to support route information sharing on small classful (class A, B, C, D) networks and has limited usefulness in today's classless networks. Port 520 has been used by malicious actors to generate Reflective DDOS attacks.

**Port 1900/UDP:** Universal Plug and Play (UPnP) is a protocol standard designed to allow device discovery over a local network. Some home routers may expose this port to the Internet, which could allow attackers to defeat the security attributes of Network Address Translation (NAT) and allow attackers to use the port for Reflective DDOS attacks.

#### ***Does AT&T restrict the types of devices that customers can use with its mass market broadband Internet access services?***

AT&T customers may use devices of their choice (PC, Smartphones, Tablets, Smart TV, etc.) to connect to our wired broadband Internet access service via the wiring at their home or business premises, or via Wi-Fi connected to their AT&T wired broadband Internet access service (connection options vary based on device capabilities). They also may attach 3G- or 4G-capable devices of their choice to our mobile broadband Internet access services, so long as the devices do not harm our network or other users. Consistent with AT&T's plan to sunset its 2G network, we will not activate 2G-only capable devices. Our wired and Wi-Fi networks require compatible Ethernet or Wi-Fi capable devices. AT&T generally does not support IEEE 802.11b or earlier Wi-Fi protocols. Devices must also be used in a manner consistent with our terms of service and Acceptable Use Policy.

For our mobile services, mass market customers will need to ensure that the device they wish to attach is FCC-approved and compatible with the technology used in our mobile network.

## Performance Characteristics

#### ***What factors affect the performance of my mass market broadband Internet access service?***

AT&T offers many mass market broadband Internet access service options, each of which may have a different service capability speed. The term speed is commonly used as a shorthand way to describe the capacity at which a particular mass market broadband Internet access service can transmit data. This capacity is typically measured in the number of kilobits, megabits or gigabits that can be transmitted in one second (Kbps, Mbps or Gbps). Some applications, like a short email without attachments or basic web browsing, do not require high service capability speeds to function optimally. Other activities, like transferring large data files, can be performed faster with higher-speed services. Your service capability speed may not be suitable for some applications, particularly those involving real-time or near real-time, high-bandwidth uses such as streaming video or video conferencing.

Because service performance varies on an end-to-end basis, AT&T's service capability speeds are limited to, and measured between, your location and a point on AT&T's network, which constitutes only one segment of the end to end transmission path connecting your location to Internet websites or content providers. End-to-end performance of your service depends on a variety of factors, including: the number of subscribers simultaneously using the network; customer location; destination and traffic on the Internet; Wi-Fi connectivity; the capabilities and performance of your Local Area Network (LAN); interference with high frequency spectrum on your telephone line; wiring inside your premises, office or apartment; the capacity or performance of your devices or modem; the server with which you are communicating; internal network management factors (including overhead, which refers to the various control and signaling data required to achieve the reliable transmission of Internet access data); and the networks you and others are using when communicating.

AT&T offers a wide variety of services to its customers (including Voice over Internet Protocol (VoIP), Internet Protocol (IP)-video, unified messaging, Voice over LTE (VoLTE), enterprise networking services, and other services), which share AT&T's network infrastructure and may affect the availability of network resources for broadband Internet access services. Your use of these services may affect the performance of your mass market broadband Internet access service. In addition, although AT&T engineers its network to accommodate all users and user types based on a variety of factors, including average and anticipated peak usage of the network, many factors cannot be anticipated or are outside of AT&T's control. These factors can impact the availability of network resources for mass market broadband Internet access services at any particular time. Consequently, AT&T does not guarantee the performance of your service on an end-to-end basis.

Other factors that are relevant to specific services include, but are not limited to, the following:

**Wired Services.** Service performance may be affected by the wiring inside your premises, the distance between your premises and an AT&T central office, the capabilities of your computer, and the applications you use. In addition, to provide our U-verse customers with a consistently high-quality video service, the speed of AT&T U-verse broadband Internet access service may be temporarily reduced when a customer is using his or her U-verse video service in a manner that requires high bandwidth. Please click [here](#) for our U-verse High-Speed Internet Access Terms of Service.

**Mobile Services.** Service performance may be affected by your proximity to a cell site, the capacity of the cell site, the number of other users connected to the same cell site and the services they are using, the surrounding terrain, use inside a building or a moving vehicle, radio frequency interference, the capabilities of your device, applicable network management practices as discussed above, and the applications you use. In addition, AT&T has designed its wireless services to provide our customers with a high-quality voice experience during simultaneous voice and data sessions, which may affect data performance, including but not limited to a temporary reduction in speed to minimize the likelihood of dropped calls.

**Wi-Fi Services.** Wi-Fi hot spots are generally provided at a given site on behalf of the business owner or operator for the benefit of their patrons. It is common practice that the Internet access is shared between both the business' patrons and the business' operational traffic. In some instances, business operational traffic may be prioritized to minimize the potential impact on critical communications, such as credit card processing. This prioritization may intermittently impact the speed available. Additionally, service performance may be affected by your proximity to a Wi-Fi hot spot, the capacity of the Wi-Fi equipment at the hot spot, the number of other users connected to the same site, the composition of the building where the hot spot is located (wood, concrete, etc.), radio frequency interference, the capabilities of your Wi-Fi capable device, the Internet connection to the Wi-Fi hot spot, per-user bandwidth limits used to provide fair Internet access at a hot spot, and speed tier options made available at the hot spot.

#### ***Where can I find information about the speed and latency of my mass market broadband Internet access service?***

Because many different factors can affect the performance of your mass market broadband Internet access service, AT&T does not guarantee specific levels of speed or latency for our mass market broadband Internet access services. We strive to manage our network to provide you optimal performance. The performance you can expect to receive from the mass market broadband Internet access services we offer is described below.

Exhibit 7.b

Broadband Information

6/16/2016

Speed

**Wired Service.** AT&T offers mass market wired broadband Internet access services in discrete speed tiers. Our mass market wired broadband Internet access customers should expect to see service capability speeds within the speed tier of their service plan. For example, a customer with AT&T's High Speed Internet Elite Service should expect service capability download speeds between 3.1 and 6.0 Mbps. Please click [here](#) to learn more. To find out which speed tier is well-suited for the types of applications you use most often, please click [here](#).

The table below sets forth average, actual download and upload speeds for AT&T's mass market wired broadband Internet access services, by speed tier, based on data compiled by the FCC's Measuring Broadband America (MBA) initiative between January 2014 and June 2014. Note: not all available speed tiers from AT&T are measured in the FCC MBA process. For more information about the FCC's MBA initiative, including how speeds are measured, go to [www.fcc.gov/measuring-broadband-america](http://www.fcc.gov/measuring-broadband-america).

<b>AT&amp;T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier</b>		
<b>(Download x Upload in Mbps)</b>	<b>Download Speed (Mbps)</b>	<b>Upload Speed (Mbps)</b>
1.5x0.256	1.31	0.30
1.5x0.384	1.38	0.36
3x0.384	2.61	0.49
3x0.512	2.61	0.46
3x1	3.84	1.16
6x0.512	5.49	0.63
6x0.768	7.54	1.95
6x1	6.84	1.32
12x1	11.78	1.48
12x1.5	12.28	1.71
18x1.5	20.33	1.69
24x3	23.90	3.65
45x6	41.31	6.76

**Mobile Service.** AT&T does not offer mass market mobile broadband Internet access service in different speed tiers, nor do we guarantee particular speeds. Speeds available on our mass market mobile broadband Internet access service are affected by many different factors that can impact wireless network performance as discussed above. Based on AT&T's analysis of independent third party testing of actual network performance, AT&T expects customers will typically experience the following speeds, subject to location, device, and other factors as discussed above:

Technology	Download (in Mbps)	Upload (in Mbps)
3G	.5 to 3	.5 to 1
4G	2 to 6	.8 to 1
4G LTE	5 to 20	3 to 10

**Wi-Fi Service.** AT&T's mass market Wi-Fi broadband Internet access service is designed to provide customers with the highest speed available from the network at any given point in time, subject to the many different factors discussed above that can affect network performance. AT&T's Wi-Fi services generally support the IEEE 802.11n/ac standard, with some AT&T locations also supporting the IEEE 802.11a/b/g standard. Although the IEEE 802.11 a/b/g/n/ac standards have theoretical maximum speeds ranging from over 10 Mbps to over a gigabit per second, actual Wi-Fi service speeds will be substantially lower than the theoretical maximum speeds which describe the physical throughput rate including Wi-Fi protocol communications; the result is that the theoretical maximum speed you can receive is 40%-50% of the quoted Wi-Fi standard speed. In addition to the factors discussed above, the actual speed you experience over Wi-Fi will depend in part on the speed of the connection between the Wi-Fi hotspot you are accessing and the destination you want to reach on the Internet, which may be significantly below the theoretical maximum speed of the service. For more information about AT&T's mass market Wi-Fi broadband Internet access services, please click [here](#).

Latency

Latency, also known as delay, is the amount of time from when a data packet is sent to when it is received. For mass market broadband Internet access services, latency is usually expressed as the round-trip time in milliseconds (ms) that it takes for a data packet to travel between two end points on the Internet (from point A to point B and then back to point A). Some applications, such as email, can tolerate a substantial amount of latency without any noticeable impact on the application's performance. Other applications, such as real-time video conferencing, require lower latency to function properly. End-to-end latency reflects the cumulative effect of the individual latencies that occur along the end-to-end network path.

Though latencies can vary due to several factors, including some beyond AT&T's control, our mass market broadband Internet access service customers can typically expect the following round-trip latencies when accessing the Internet:

*Wired Service:*

<b>AT&amp;T Wired Broadband Metric Averages Jan-Jun 2014 by Speed Tier</b>	
<b>(Download x Upload in Mbps)</b>	<b>UDP Latency (ms)</b>
1.5x0.256	49

Exhibit 7.b

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Broadband Information

1.5x0.384	48
3x0.384	43
3x0.512	41
3x1	44
6x0.512	46
6x0.768	36
6x1	38
12x1	37
12x1.5	41
18x1.5	44
24x3	37
45x6	35

Source: SamKnows/FCC MBA Initiative

Mobile Service:

Technology	Time in milliseconds
3G	107 to 223
4G	85 to 166
4G LTE	57 to 95

Wi-Fi Service: approximately 10 to 250 milliseconds

## Commercial Terms

### Where can I find the prices and other fees that apply to the AT&T mass market broadband Internet access services?

Descriptions of the prices and fees applicable to the AT&T mass market broadband Internet access services are available on the AT&T website. For more information, please see the following:

#### Rates and Data Plan Pricing Information

[Consumer Wired Rates and Data Plans](#)

[Consumer Mobile Rates and Data Plans](#)

[Small Business Wired Rates](#)

[Small Business Mobile Rates and Data Plans](#)

[Wi-Fi Rates](#)

#### Early Termination Fees

[Consumer Mobile Early Termination Fees](#)

[Consumer Wired Early Termination Fees](#)

[Small Business Wired Early Termination Fees](#)

[Small Business Mobile Early Termination Fees](#)

Wi-Fi Small Site, Wi-Fi On-the-Go, and Wi-Fi Ready Zone products do not have Early Termination Fees

### Where can I find the Terms of Service and the Acceptable Use Policy that apply to the AT&T mass market broadband Internet access services?

The Terms of Service and Acceptable Use Policy applicable to the AT&T mass market broadband Internet access services are available on the AT&T website at the following links:

#### Terms of Service

[Wired](#)

[Consumer Mobile](#)

[Small Business Mobile](#)

[Wi-Fi](#)

#### Acceptable Use Policy

[Wired, Mobile & Wi-Fi](#)

### Does AT&T have a privacy policy for its mass market broadband Internet access services?

Yes. At AT&T, we take our customers' privacy very seriously. We have a comprehensive Privacy Policy that applies to all uses of AT&T products and services. This Privacy Policy identifies and describes the way AT&T uses and protects the information we collect about customers and users. You can view the AT&T Privacy Policy at [www.att.com/privacy](http://www.att.com/privacy).

Exhibit 7.b

6/16/2016

Broadband Information

**Where can I get assistance if I have a concern or need more information about my AT&T broadband Internet access service?**

If you have questions or concerns about your mass market AT&T broadband Internet access service, please contact us at [www.att.com/econtactus](http://www.att.com/econtactus).

**Where can application developers and device manufacturers get more information about developing applications or devices for use on the AT&Tmobile network?**

If you are an application developer or device manufacturer, AT&T has a wide range of tools and resources available to help you design, test, and market your applications or devices. Please click [here](#) to visit our website for application developers, and click [here](#) to visit our website for device manufacturers.

**Where can I get assistance if I have a concern or need more information about peering with AT&T?**

If you have questions about peering with AT&T, please contact us at <http://www.corp.att.com/peering>.

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*Last updated: January 12, 2016.*

# Internet Data Calculator

## Estimate your monthly data usage

Use the sliders below to estimate how much usage, on average, your monthly Internet activities take. Or click a data amount on the bar on the right to see a preset data package.



Emails sent and received\*

**20,560** Emails



Hours of streaming music

**3,100** Hours



Hours of surfing the web

**750** Hours



Social media posts with photos

**3,000** posts



Hours of streaming standard-definition video

**180** Hours



Hours of streaming high-definition video

**50** Hours



Time spent online gaming

**550** Hours

\*Represents 75% of emails with no attachments and 25% of emails with attachments.

[Reset data calculator](#)

## How we estimate

The examples below provide a general guideline for the amount of data used for each activity:

Activity	Data Size
1 <b>email</b> (no attachments)	<b>20KB</b>
1 <b>email</b> (with standard attachments)	<b>300KB</b>
1 min. of surfing the <b>web</b>	<b>250KB (15MB/hr)</b>
1 <b>song</b> downloaded	<b>4MB</b>
1 <b>photo</b> upload to social media	<b>5MB</b>
1 min. of streaming <b>standard-definition video</b>	<b>11.7MB (700MB/hr.)</b>
1 min. of streaming <b>high-definition video</b>	<b>41.7MB (2500MB/hr.)</b>
1 min. of <b>online games</b>	<b>200KB (12MB per hour)</b>

Keep in mind that these examples are just estimates based on typical file sizes. Your usage may vary. \*\*

**1MB = 1,000KB** approximately

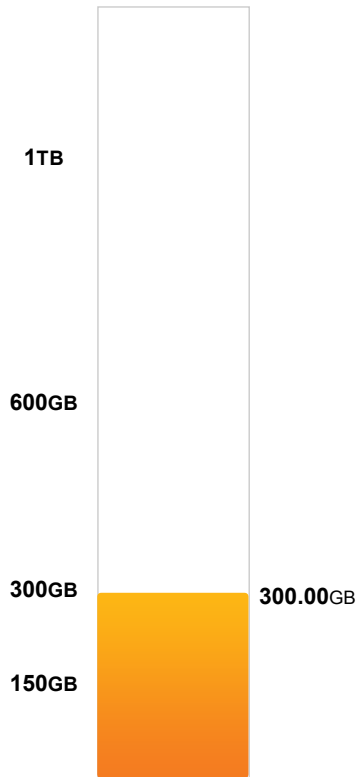
**1GB = 1,000MB** approximately

**1TB = 1,000GB** approximately

[Chat available](#)

[Back to Internet usage](#)

## Your Estimated Monthly Data Usage



### myAT&T app\*\*\*

Instantly track data usage, and review and pay your bill from your smartphone or tablet.

[Learn more](#)

(<http://www.att.com/shop/myatt.html>) >

### Check your usage

[Log in to myAT&T to view your data usage.](#) to view actual usage.

See how video affects your monthly data usage:

Activity	150GB	300GB	600GB	1TB
<b>TV &amp; Movies</b>	Watch 75 hours of SD TV AND stream 90 SD or 25 HD movie	Watch 150 hours of SD TV AND stream 180 SD or 50 HD movies	Watch 250 hours of SD TV AND stream 400 SD or 120 HD movies	Watch 400 hours of SD TV AND stream 720 SD or 200 HD movies
<b>Data</b>	<b>Plus, with any of these data amounts, you can:</b> Send/receive over 10,000 emails Download/upload over 1,000 medium-sized photos on a social media site like Facebook Download over 1,000 MP3 songs Watch over 1,000 standard quality YouTube videos			

Chat available

**Exhibit 7.c**

\*\*The total bandwidth necessary to transmit the data you send and receive over the network from your home ? including but not limited to software update requests, email notifications, and resent requests ? counts toward your data plan. Individual usage results may vary based on the applications you use.

\*\*\*Online account registration is required for activation. The myAT&T app is available for Apple◆ iPhone◆, Blackberry, Windows and Android? OS Supported devices. Access to the myAT&T mobile web site is dependent on device operating systems, mobile browser, and device attributes.

## Broadband usage FAQs

Broadband data usage includes all data that you send and receive on your AT&T Internet, both wired and Wi-Fi. Learn how to manage, monitor, and estimate future data usage.

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### DETAILED INFORMATION

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#### **What is Unlimited Internet Usage and how do I become eligible?**

Unlimited usage means you can stream, download, and browse your favorite content and connect all your devices without needing to keep usage within the new higher monthly usage allowance. Additionally, you will not receive overage notifications or overage charges. You will still be able to view your usage in your monthly statements.

The unlimited usage option (a \$30 value) is available to customers bundling new or existing U-verse Internet service with their new or existing AT&T television service (DIRECTV or U-verse) on a combined bill. Customers currently subscribing to both services on separate bills can visit <http://att.com/CombineMyBills> to combine their bills at no additional cost.

The unlimited usage option is also available to customers without AT&T video for \$30 more a month; the option can be added at any time beginning on 5/23.

#### **If I have the unlimited offer, will AT&T downgrade or “optimize” the quality of service at any point?**

We treat all of our customers’ Internet traffic the same, regardless if they are receiving unlimited data through bundling, adding it to their existing service or have a monthly data allowance.

#### **AT&T has previously said it implemented data allowances to ensure it is providing a sustainable network to customers. Will offering unlimited data negatively impact the AT&T network?**

No. AT&T will continue to actively manage the network to handle the increasing demand for data.

#### **Are you offering unique video content with this offer?**

We already have some of the most one-of-a-kind content in the industry, like NFL Sunday Ticket. But, with this unlimited offer, our customers will be able to access all of the same favorite content they access today, whether it’s NFL Sunday Ticket or video from another streaming service.

#### **Who is eligible?**

All AT&T U-verse Internet customers are eligible. Customers who have services bundled with TV (DIRECTV or U-verse) on a combined bill will receive unlimited data (a \$30 value) automatically at no additional charge. Business customers are not eligible.

#### **What if I can’t get DIRECTV or U-verse where I live?**

The unlimited usage option is available to all AT&T U-verse Internet customers for an additional \$30 per month.

#### **What do you mean by “data usage”?**

Usage includes all the data you receive (download) or send (upload). If you access the Internet through your home Wi-Fi network using any device (including smartphones), that will be included in your data usage.

This includes software update requests, email notifications, and resend requests. Individual usage results may vary based on the applications you use and the content you access. For example, if your emails have large attachments, the usage for that application may exceed what we have estimated in the data calculator. See the online Data Calculator and instructional videos for further information.

### Increased data allowances for U-verse Internet customers

#### **Why does AT&T have a data usage allowance for wireline Internet customers?**

This program is designed to help keep Internet service affordable for our broad base of customers given the rapidly increasing volume of data-rich Internet traffic.

#### **What are the new data allowances?**

The Internet allowances include the following:

- 150 gigabytes (GB) per month for DSL
- 300GB per month for speeds up to and including 768 kilobits per second (Kbps) up through 6 megabits per second (Mbps)
- 600GB per month for speeds up to and including 12Mbps up through 75Mbps



**Exhibit 7.d**

- 1 Terabyte (TB) per month for all AT&T GigaPower speeds up to 1 gigabit per second (Gbps)

The chart below provides an overview of speeds, previous allowances, and new allowances.

Your current Internet speed and current product name	Previous monthly data allowance	New monthly data allowance
DSL	150GB	
AT&T High Speed Internet Basic - 768Kbps		300GB
AT&T High Speed Internet Express - 1.5Mbps		
AT&T High Speed Internet Pro - 3Mbps		
AT&T High Speed Internet Elite - 6Mbps		
AT&T High Speed Internet Max - 12Mbps	250GB	600GB
AT&T High Speed Internet Max Plus - 18Mbps		
AT&T High Speed Internet Max Plus Turbo - 24Mbps		
AT&T High Speed Internet Power - 45Mbps		
AT&T High Speed Internet Power - 75Mbps		
AT&T High Speed Internet 100 - 100Mbps	500GB	1TB
AT&T High Speed Internet 300 - 300Mbps		
AT&T High Speed Internet 1000 - 1Gbps	1TB	

**What is a gigabyte?**

A gigabyte measures the amount of data you send and receive over the network – not the amount of time spent connecting to the Internet. Approximately 50,000 single-page emails without attachments, for example, would equal about 1GB. Watching an 80-minute movie in standard definition or about 20 minutes of a TV show or movie in high definition each equals about 1GB.

**Will spending a lot of time on the Internet make me go over my allowance?**

The types of activities performed matter more than the time spent online. For example, so-called data-rich activities, such as streaming video, may use more data than sending emails.

**How would you describe what 300GB is in terms of what a typical customer would use?**

300GB is far more data than a vast majority of customers use in a month. An average AT&T High Speed Internet customer uses just over 100GB of data per month.

**I don't know my current Internet speed ... how can I find out?**

Your Internet speed can be found by logging into myAT&T from your computer or mobile device.

From your computer:

- 1 Go to [www.att.com](http://www.att.com).
- 2 Log in with your **Member ID** and **password**.
- 3 Scroll to **My Plans**. Your Internet plan and speed are displayed in the U-verse Internet tab.

From your mobile device or with the myAT&T app:

- 1 Go to [m.att.com](http://m.att.com) or open the myAT&T app.
- 2 Log in with your **Member ID** and **password**.
- 3 Select **My plans & features**.
- 4 Select **Internet**. Your Internet plan and speed display.

**Help me understand more about what I can do within my allowance each month.**

**Exhibit 7.d**

First, find your data allowance in the table below, then read down the column for details about how that number translates into monthly activities.

Usage comparisons for all data allowances/Internet speed plans:

Activity	300GB	600GB	1TB
TV & Movies  (SD = standard definition,  HD = high definition)	Watch 150 hours of live SD TV plus stream 180 SD or 50 HD movies per month	Watch 250 hours of live SD TV plus stream 400 SD or 120 HD movies per month	Watch 400 hours of live SD TV plus stream 720 SD or 200 HD movies per month
Other data use	With any of these data amounts, you do ALL of the following: <ul style="list-style-type: none"> <li>• Browse 10,000 web pages</li> <li>• Send/receive over 10,000 emails</li> <li>• Download/upload over 1,000 medium-sized photos on a social media site like Facebook</li> <li>• Download over 1,000 MP3 songs</li> <li>• Watch over 1,000 standard quality YouTube videos</li> </ul>		

**If I use Wi-Fi, does that count as usage?**

If you access your residential Internet over your Wi-Fi home network using any type of device (including smartphones and some home automation equipment), that counts as AT&T Internet data usage. However, if you access the Internet via a public or commercial Wi-Fi hotspot, that access does not count as usage.

**Can anyone who doesn't live in my home affect my bandwidth usage?**

That depends. AT&T residential gateways are secured. If you have some other gateway or router and have not secured it, someone nearby with a computer or Wi-Fi enabled device could access your home network, use your high-speed Internet, and increase your usage. Common encryption protocols, such as Wireless Encryption Protocol (WEP) or Wi-Fi Protected Access (WPA), can provide additional security. Check [www.att.com/esupport](http://www.att.com/esupport) for information on AT&T-provided devices. Others can check their manufacturer's support website for help in securing their Wi-Fi gateway.

**I have an AT&T MicroCell, which uses high-speed Internet in my home to boost wireless data signals. Will that wireless usage be included in my monthly usage allowance?**

No, the wireless traffic from an AT&T MicroCell is not included in your AT&T Internet data usage allowance. To help ensure accurate billing, you should register your AT&T MicroCell account and residential AT&T Internet account at [www.att.com/internet-usage-MicroCell](http://www.att.com/internet-usage-MicroCell). If you have high-speed Internet service with another provider, you do not need to register your account.

**I have a wireless U-verse or DIRECTV receiver in my home. Will that usage be included in my monthly usage allowance?**

No – the wireless U-verse or DIRECTV receiver connecting to the residential gateway will not count as data usage.

Customers who subscribe to both services and pay for it on a single bill will receive unlimited home Internet data. To combine bills at no additional cost, a customer should visit [att.com/CombineMyBills](http://att.com/CombineMyBills).

**Will using U-verse applications count toward my data usage?**

Yes, using some U-verse TV, mobile, and tablet applications may generate a small amount of usage. Following is a partial list of U-verse and AT&T applications that use the Internet and will have a small impact on usage when connected to your AT&T home network:

U-verse TV apps	iHeart Radio, CNBC, Facebook (renamed to U-verse Social), Food Network, Home Shopping Network, Interactive Workout, Karaoke TV app, Masters, Olympic, Santa Tracker, Stingray Music, Tumblebooks, TV Everywhere, U-verse Games, U-verse app for Android (smartphone and tablet), Weather on Demand, What's Trending,
U-verse mobile and tablet apps	BuddyTv, EasyRemote
AT&T apps and facilities	myAT&T, Digital Life, U-verse TV Poster Art

**How do I measure the amount of data I'm using?**

A variety of free tools and communications are available to help customers monitor and manage their data usage at [att.com/internetusage](http://att.com/internetusage).

For example, you can learn which Internet activities have the largest impact on usage. Other aids include an AT&T Data Calculator, the MyAT&T app, instructional videos, the proactive email notifications we'll send about your data usage, and ongoing customer communications pieces.

Beginning May 23, 2016, you can log in to myAT&T via the website or smartphone app to monitor usage and to view historical usage levels.

**Is there anything else I need to know before looking over my personal usage?**

A password is needed to access your information. This protects your confidential customer information. The login is your AT&T primary account email address. For example, john.smith@att.net. The password is the same password you use to access your att.net homepage and att.net email account.

**How often does AT&T update usage data?**

Usage data is pulled from the network every 4 hours for most customers and at 15-minute increments for higher-usage customers.

**If I decide I want to start routinely checking on my usage, is anything available to make it simple?**

Beginning on May 23, 2016, you can view and manage your High Speed Internet usage through the myAT&T portal online at [att.com/myatt](http://att.com/myatt) or on the go through the myAT&T app on smartphones. This portal also enables you to download your most recent U-verse bill, which also includes additional usage details.

**What if I want to estimate my usage in the future? Is that possible?**

Yes. We're providing several tools to help. You can quickly estimate the amount of data your favorite activities use by visiting the AT&T Data Calculator at <http://www.att.com/esupport/data-calculator/>. The calculator can also help estimate approximate monthly usage.

**How do I know if I went over, or if I'm about to go over?**

If a customer does not receive a notice from AT&T, it means the customer will not incur additional charges for exceeding the monthly data allowance.

To help advise our customers of their usage we provide a total of seven notices before additional charges will affect the bill. Notices are sent at 100% usage in the first month, and 65%, 90% and 100% usage in subsequent months.

**Can you provide more information on how I'm notified about approaching or exceeding the data allowance?**

You'll receive an email notice during the first billing cycle in which you exceed the monthly data allowance, but you will not be charged. In the following billing cycle, you'll receive notices any time usage reaches 65%, 90% and 100% of the allowance, but you will not be charged. During later billing cycles you'll receive notices when usage reaches 65%, 90% and 100% of the allowance. At this point, as our agreement provides, you'll receive an additional 50 gigabytes of data for \$10, with a maximum of \$100 per billing cycle.

**Regarding the email notifications about usage, where will they be sent?**

You'll receive email notices about your high-speed Internet usage at the primary email address you set up when you registered for service. AT&T sends a letter by U.S. mail if we cannot reach you by email or do not have your email address.

**Is there a way to check what I have as my primary email address? What if I need to change it?**

Your att.net email address can be found by logging into myAT&T.

- 1 Go to [www.att.com](http://www.att.com)
- 2 Log in to your myAT&T account.
- 3 Select **Overview**.
- 4 Under **My plans**, select **U-verse Internet**.
- 5 Next to your Internet plan name, select **Plan Details**.
- 6 Scroll to the **My Email Addresses** section and find the address marked **primary**.

**What happens if I exceed the allowance?**

As data usage exceeds the additional allowance in a single bill cycle, you'll receive another 50GB of data for \$10. The maximum monthly overage charge is \$100.

**If I go over my monthly data allowance, when will usage charges appear on my bill?**

The usage measurement is based on your billing date. If usage charges are incurred they will be outlined on AT&T bills after usage takes place. Depending on your billing date and when you exceeded your data allowance in your billing cycle, it may take one to two billing cycles before charges appear on the bill. If you go over the monthly data allowance for a third time, charges for the additional data typically appear on the following month's bill.

**How do you know that your usage measurement is accurate?**

A dedicated team of trained and specialized AT&T lab engineers thoroughly review and check the accuracy of our system on a regular basis.

**Is AT&T implementing these data allowances to make customers pay more for the same service?**

No. The monthly data allowances have been in place for all AT&T High Speed Internet customers since 2011. We are increasing the allowance amount for most of our U-verse Internet customers and enhancing our high-speed Internet offer with the unlimited option. We anticipate that most customers will rarely go over their current monthly data allowance. We expect this to continue to be the case since we're enhancing our high-speed Internet offer with the unlimited option and are increasing the allowance amount for U-verse Internet customers.

**Additional information**

**Internet Usage**

Use our online tools to estimate your usage and figure out your current usage patterns.



## Worry free

Our plans offer more data than most of our customers use.

[Data Usage Basics](#)

[Data Calculator](#)

[Check Your Usage](#)

[Usage Tips](#)

### Data usage basics

We measure data in gigabytes. That's the amount of data you download and upload from all the connected devices in your home each month. Each of our plans comes with a monthly data allowance.



[Data Usage Overview](#)  
(2:31)

### AT&T Internet Plans

You will receive an email notice the first time your usage exceeds the monthly data allowance. In subsequent months we will continue to send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time (bill cycle), and as our agreement provides, we'll charge you \$10 for each additional 50GB of data provided to you that month. The maximum overage charge is \$100/month.

An unlimited allowance is also available for purchase as an optional bolt-on to your Internet service. If you purchase DIRECTV or U-verse TV service bundled with your Internet service on a combined bill, you will receive an unlimited usage allowance with a \$30 value at no additional charge as part of the bundle discount.

[Internet data usage FAQ](#)

[Terms of Agreement](#)

Monthly data allowance by speed

Exhibit 7.e

Plan	Your current Internet speed	Current Monthly Data Allowance	New* Monthly Data Allowance
<b>DSL</b> (\$200 max/mo.)	-	150GB	<b>150GB</b>
<b>U-verse Internet</b> (\$100 max/mo.)	768K, 1.5Mbps, 3Mbps, 6Mbps	250GB	<b>300GB</b>
	12Mbps, 15Mbps, 18Mbps, 24Mbps, 45Mbps, 75Mbps	250GB	<b>600GB</b>
	100Mbps	500GB	<b>1TB</b>
	300Mbps	500GB	<b>1TB</b>
	1Gbps	1TB	<b>1TB</b>

\*effective 05/23/2016



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The first nationwide carrier to be awarded



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(<http://www.bbb.org/atlanta/business-reviews/telephone-companies/atandt-in-atlanta-ga-7935>)



(<http://clicktoverify.truste.com/pvr.php?page=validate&companyName=AT%26T&sealid=101>)



(<http://uverse.com/sports/network/teamusa>)

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Language

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Support

Enter ZIP
Log In

Home / Shop / U-verse / Offers

# Shop U-verse

Select the services you're interested in, to filter the package listing below:

☒
TV

☒
Internet

☒
Home Phone

Show:
U-verse standard
U-verse all included
DIRECTV standard
DIRECTV all included
View Latino packages

Displaying 3 of 9
Don't see what you're looking for?
Build your own bundle

U-verse TV & Internet
\$59<sup>99</sup>
mo. for 12 mos. 1-year term req'd. Other charges apply. See offer details

Plus \$150 Reward Card

U-family
Over 200 Channels and apps. Compare channel lineups. 1 DVR receiver included.

Elite Up to 6 Mbps
Downstream speeds. Compare Internet speeds. Includes 275GB per month. Learn More

Bundle Features

- Receive a \$150 Reward Card for ordering online today.
- \$52.01 off / 12 mo. - 1 yr term required. Other charges apply.
- AT&T Wi-Fi Hot Spot access.
- Includes family-friendly channels (Disney, Discovery, Sprout, Nick Jr.)

View bundle details
Add to Cart

U-verse TV & Internet
\$89<sup>99</sup>
mo. for 12 mos. 1-year term req'd. Other charges apply. See offer details

Plus \$150 Reward Card

U200
Over 470 Channels and apps. Compare channel lineups. 1 DVR receiver included.

Max Plus Up to 18 Mbps
Downstream speeds. Compare Internet speeds. Includes 375GB per month. Learn More

Bundle Features

- Receive a \$150 Reward Card for ordering online today.
- \$52.01 off / 12 mo. - 1 yr term required. Other charges apply.
- Includes more movies (Showtime® Unlimited, Starz®, Encore®, and more).
- sports, and music channels than U200.
- Includes NFL and MLB Networks plus NBA TV

View bundle details
Add to Cart

U-verse TV & Internet
\$109<sup>99</sup>
mo. for 12 mos. 1-year term req'd. Other charges apply. See offer details

Plus \$150 Reward Card

U450
Over 550 Channels and apps. Compare channel lineups. 1 DVR receiver included.

Max Plus Up to 18 Mbps
Downstream speeds. Compare Internet speeds. Includes 375GB per month. Learn More

Bundle Features

- Receive a \$150 Reward Card for ordering online today.
- \$74.01 off / 12 mo. - 1 yr term required. Other charges apply.
- HBO® and Cinemax® included at no extra charge (\$24/mo. value).
- Access to over 225 HD channels included (\$10/mo. value).

View bundle details
Add to Cart

View Z more bundles

Don't see what you're looking for?
Build Your Own Bundle

Privacy Policy | Terms of Use | AT&T TV Terms of Service | AT&T TV Offer Details

## DT | IPUB | New | Shop Bundles

1
Offer Tiles
The total unlimited base usage will be included on the tiles. The Learn more link will open the modal below and will talk about overages and max overages.

### Internet Data Allowance

**How much data do I need**

The amount of monthly data you will use depends on what you will be doing on the Internet. Do you mostly browse the Internet, shop online, and send and receive emails? Do you like sharing photos and downloading music? Or do you like to play online games and stream entertainment? You can do all of these with 150 or 300GB. In fact, our average AT&T customer uses only about 21GB per month. But, to get the best plan for you, we've created an easy to use data calculator. Give it a try! [Data calculator](#)

**What happens if you exceed your data plan?**

You will receive a notice the first time your usage exceeds your data plan and will not be billed. In the following months, we will send you additional notices any time your usage exceeds 65% and 90% of your data plan to help you track and manage your usage. The next time you exceed your data plan you'll once again be notified, but will not be billed.

If you exceed your data plan in any subsequent billing period, we'll provide you with an additional 500GB of data for \$10. You'll be charged \$10 for every incremental 500GB of usage beyond your plan to you that month with a max charge of \$10.

Importantly, if you **do not** receive a notice from AT&T, it means that you have not exceeded your data plan. In some cases, it may mean that we cannot measure your usage yet. Either way, you should not be concerned about your usage patterns for billing purposes. And, we have a Free myAT&T app to instantly track your usage. [Learn more](#)

Personal
Business
About AT&T
Coverage Maps
Store Locations & Appointments
Language
Enter ZIP
Log In

Shop
myAT&T
Support
Search

Home / Shop / U-verse / Offer Details

## U-verse TV, Internet & Phone

[Try a different address](#)
[View Cart](#)

Good News! U-verse Internet, TV & Voice are available at your address. [Hide](#)

[Shop All Bundles](#)

### \$94.99

/mo. for 12 mos.  
1-year term req'd.  
Other charges apply.  
\$152 thereafter.

**Bundle highlights:** [See offer details](#)

- Receive a **\$200 Reward Card** for ordering online today
- \$57.01 off / 12 mo. - 1 yr term required. Other charges apply
- Add HBO®(Cinemax®) and the first three months are on us!

[Replace In Cart](#)

**U200**

Over **360** Channels and apps

[Compare Channel lineups](#)

- Total Home DVR included

**Plan Features**

- 100% digital crystal-clear picture and sound
- Access to over 215 HD channels - and growing!
- Record up to 4 shows at once with Total Home DVR®
- Includes 175 GB Internet data per month

<sup>1</sup>HD Access to HD service requires \$10/mo. Over 215 HD channels available with upgrade to U450 and HD Premium Tier.

**Elite**

Best for surfing the web and email

Speeds up to **6 Mbps**

Includes 375 GB per month [Learn More](#)

[Compare Internet speeds](#)

**Average load times**

- YouTube, 2MB, 2.7 sec.
- MPS, 5MB, 6.8 sec.
- Video, 4GB, 1.3 hrs.

**Plan Features**

- Wireless router and wireless home networking
- Virtually unlimited email storage
- Includes on-the-go access to the entire AT&T national Wi-Fi network at no extra charge

Download faster, stream smoother with higher speed up to **18 Mbps** for **\$10/month** more for 1 year with **Max Plus** [View Details](#)

[Accept Offer](#)

**200 Minutes**

**200 Minutes**

[Compare Voice Plans](#)

**200 minutes**

- 200 minutes / month in the U.S.

**Plan Features**

- Reliable sound and connection
- Over 20 calling features, including Caller ID, Call Waiting, and Three-Way Calling
- Integrated features like Voicemail Viewer and Caller ID on TV when you bundle services!

<sup>2</sup>U-verse Voice Features: AT&T U-verse® Voicemail may not be fully compatible with all AT&T wireless voice mail systems. Caller ID on TV requires subscription to U-verse TV and U-verse Voice.

[See More Bundles](#)
[Replace In Cart](#)

AT&amp;T on the Web
AT&amp;T.COM Shop, Service, Support
AT&amp;T.net E-mail - News - Weather &amp; More

Privacy Policy
Your Choices
Careers
Contact Us
Terms of Use
Site Map
Accessibility
Wireless Emergency Alerts
Advertising

## DT | IPUB | New | Shop Bundles

1
Internet Section

The total unlimited base usage will be included on the ties. The Learn more link will open the modal below and will talk about overages and max overages.

Internet Data Allowance

**How much data do I need**

The amount of monthly data you will use depends on what you will be doing on the Internet. Do you mostly browse the Internet, shop online, and send and receive emails? Do you like sharing photos and downloading music? Or do you like to play online games and stream entertainment? You can do all of these with 150 or 300GB. In fact, our average AT&T customer uses only about 21GB per month. But, to get the best plan for you, we've created an easy to use data calculator. Give it a try! [Data calculator](#)

**What happens if you exceed your data plan?**

You will receive a notice the first time your usage exceeds your data plan and will not be billed. In the following months, we will send you additional notices any time your usage exceeds 65% and 90% of your data plan to help you track and manage your usage. The next time you exceed your data plan you'll once again be notified, but will not be billed.

If you exceed your data plan in any subsequent billing period, we'll provide you with an additional 500GB of data for \$10. You'll be charged \$10 for every incremental 500GB of usage beyond your plan to you that month with a max charge of \$10.

Importantly, if you **do not** receive a notice from AT&T, it means that you have not exceeded your data plan. In some cases, it may mean that we cannot measure your usage yet. Either way, you should not be concerned about your usage patterns for billing purposes. And, we have a Free myAT&T app to instantly track your usage. [Learn more](#)

2
TV Section

The TV section of the details additional note will be added if TV bumps the base usage to unlimited.



Personal
Business
About AT&T
Coverage Maps
Store Locations & Appointments
Language

Shop
myAT&T
Support
Search
Cart

Home / Shop / U-verse / Config Internet

## Configure Your U-verse Bundle

### Adjust your internet data limit (optional)

- The internet plan you selected comes with a base data amount. If you would like to increase your data, choose from one of these options below. Exceeding your usage limit will result in overage charges of \$15.00/10GB, with a max charge of \$60.00/mo.
- Current Plan: **GigaPower** Total Data Limit: **Unlimited**
- Add TV for Unlimited Usage  
**\$59**<sub>99/mo.</sub>

Upgrade your Plan for Increased Usage  
**\$79**<sub>99/mo.</sub>

Add Additional Usage  
**\$30**<sub>00/mo.</sub>
- U-family TV + High Speed Internet**  
  - Up to 8 Mbps Internet with a total data limit of 750 GB data per month. Learn More
  - Access to over 200 Channels and applications
  - Access to U-verse.com with the U-verse app
View Bundle Features

**U-family TV + GigaPower Internet**  
  - Up to 18 Mbps Internet with a total data limit of 1000 GB data per month. Learn More
  - Access to over 200 Channels and applications
  - Access to U-verse.com with the U-verse app
View Bundle Features

**Unlimited Data Add-on**  
  - This allows you to watch an unlimited number of movies a month.
- Monthly Charges**

Internet  
GigaPower High Speed (1000 GB) **\$120.00**  
Your Starting Price **\$30.00**  
Additional Monthly Charges and discounts **\$30.00**  
**Total Monthly Charges\*** **\$150.00**

View more

Continue

Privacy Policy | Terms of Use | AT&T TV Terms of Service | AT&T TV Offer Details

## DT | IPUB | New | Configure your U-Verse Bundle | Internet | Option 2

- Page Copy**  
This copy will outline the overage rates associated with the selected speed of internet. The overage rates will be dynamic based of selected internet speed.
- Data Limits**  
This drawer that can be opened or closed. The new total will be dynamic and update on click of any changes the chart and itemized list will update. Along with will usage add-ons and system initiated bolt-ons.

Current Plan: **GigaPower** Total Data Limit: **Unlimited**

GigaPower High Speed 1000 GB  
Total Data Limit 1000

- 3 Up**  
Users can select from on of the three up offers. One for TV and for increased internet speed, the remaining files will house the data add on. Show more will pull up the remaining data add-ons. If users add an item the CTA will change to the remove option.
- Progress Bar**  
The appropriate progress bar will display. It will only display when an unlimited service is not available.
- Mini Cart**  
The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons and system initiated bolt-ons. This section will only appear if there are items within it.
- Conflict Modal**  
If users try to add a second usage add-on users will be presented with this conflict modal.

Internet
Data Add-on
Unlimited Data Add-on \$30.00
Total Charges \$30.00
Total Data Limit Unlimited

You already have a usage bolt-on. These offers cannot be combined together.
Clicking add will remove:
Unlimited Data Add-on \$30.00/mo
Cancel Add

Exhibit 7.f

Personal

Business

About AT&T

Coverage Maps

Store Locations & Appointments

Language

Shop

myAT&T

Support

Enter ZIP

Log in

Search

Home / Shop / U-verse / Config TV & Internet

## Your Cart

Please review and confirm your order

Empty cart | Save cart | Check Out

1

AT&T GigaPower Internet

Up to 1 Gbps with 1000 GB/mo. [Learn More](#)

\$120.00

2

Data Add-ons [Adjust Data Limit](#)

750 GB Data Add-on

TV 200 GB bonus data

Total Data Limit 1950 GB

\$60.00

\$0.00

3

Equipment

High Speed Equipment Fee

\$60.00

Internet discounts for 12 months

-\$60.00

Internet Subtotal

\$180.00

CHOICE all included

Over 175 channels including TCM, SEC Network, Animal Planet, HGTV, Fuse and local channels

\$106.00

Equipment [Change](#)

1 Genie HD DVR

BAU

\$0.00

Other Charges and Fees

Regional Sports Fee

\$2.14

\$46.00 off for 12 months

-\$46.00

Television Subtotal

\$62.14

Unlimited

unlimited minutes/month in the U.S.

\$40.00

Savings during 2-year period

BAU

-\$5.00

Home Phone Subtotal

\$35.00

• All content Below is BAU

DT | IPUB | New | Cart Summary

- Copy**  
 This line will reflect the base usage of the internet plan along with a Learn More link that will open the model below and highlight overage rates and max overage charges.
- Cart Summary Items**  
 Your cart will reflect your mini cart selections and will include data add-ons, retention bonus, and system indicated bolt-ons (like bonus 200 GB for TV). There will be a link that will take you to the adjust usage page. If there are multiple system initiated bolt-ons they will be outlined in a tool tip like the one below.
- Data Total**  
 This will include your total data usage including your base usage and additional add-ons, along with a link that will take you to the adjust usage page.
- Layout**  
 This new layout outlined in the internet section will be carried through the thank you page and any other remaining pages that use the cart summary layout.

Exhibit 7.f

DT | IPUB | New | Configure your U-Verse Bundle | Internet

**1 Offer Title**  
The total bonus/unlimited usage will be included on the tiles. For items with a base usage it will provide the Learn More link and open up in a modal. The Modal will include coverage and max coverage rates.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70.

OK

Get AT&T Today

Great news! You can get AT&T service at:

Choose from our most popular offers:

Triple Plays

TV + INTERNET + VOICE

DIRECTV Choice Package + Internet 100 + Voice 200

\$100

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 300+ channels - DVR included

• 6 Mbps Internet

• Unlimited data per month

• 200 minutes Homophone

• \$250 reward card

• Free Xbox with Internet Preferences

View Bundle details

POWERED BY GIGAPOWER

DIRECTV Premier Package + Gigapower Internet + Voice 200

\$100

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 300+ channels - DVR included

• 6 Mbps Internet

• Unlimited data per month

• 200 minutes Homophone

• \$250 reward card

• Free Xbox with Internet Preferences

View Bundle details

POWERED BY GIGAPOWER

DIRECTV Premier Package + Gigapower Internet + Voice 200

\$100

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 300+ channels - DVR included

• 6 Mbps Internet

• Unlimited data per month

• 200 minutes Homophone

• \$250 reward card

• Free Xbox with Internet Preferences

View Bundle details

Show more bundles

Double Plays

TV + INTERNET

Single Plays

TV

Single Plays

INTERNET

POWERED BY GIGAPOWER

Gigapower Internet

\$120

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 1 Gbps Internet

• Includes 1000 GB per month Learn More.

• Free Xbox with Internet Preferences

• \$250 Reward Card

View Bundle details

Internet 300

\$100

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 300 Mbps Internet

• Includes 250 GB per month Learn More.

• Free Xbox with Internet Preferences

• \$250 Reward Card

View Bundle details

Max Power

\$76

Intro. for 24 mos. with 1-y. term. Other charges apply. See offer details below.

Premier Offer

Requires AT&T Internet Preferences

• 48 Mbps Internet

• Includes 500 GB per month Learn More.

• Free Xbox with Internet Preferences

• \$250 Reward Card

View Bundle details

Show more bundles

Don't see the mix of services you want?  
Give us a call at 800.800.8030 to get the services that work best for you.

Offer details

Make an in-store appointment

Check for another address or number


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Xtra All Included  
+ Max Plus + Voice 200

**\$XXX** /mo. for 24mos.  
with 1-yr term.  
Other charges apply  
See offer details below

• \$250 Reward Card

Add to order

Special offers

Receive a \$250 Reward Card for ordering online today ✓

\$48 off/24 mo.1yr term required. Other charges apply ✓

Add HBO®/Cinemax® and the first 3 months are on us! ✓

DVR® and up to 3 additional receivers included ✓

TV

**Plan Name** - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec urna felis, interdum id nisl ut, viverra venena.  
[View channel lineup](#)

Internet

**Max Plus** - 100 Mbps internet with a total data limit of 750 GB data per month. [Learn More](#)

Home Phone

**Plan Name** - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec urna felis, interdum id nisl ut, viverra venena.

High-speed internet equipment

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin dignissim nisl ut sollicitudin interdum. Maecenas vehicula purus vitae nisl congue, quis accumsan.

Shipping & handling

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin dignissim nisl ut sollicitudin interdum. Maecenas vehicula purus vitae nisl congue, quis accumsan.

Other conditions apply to all offers. Offers may not be combined with other promotional offers on the same services. Offers may be modified or discontinued at without notice. AT&T employees or retirees may not be eligible.

Other Satellite TV Packages

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AT&T.NET BUSINESS ABOUT AT&T

FULL SITE | PRIVACY | YOUR CHOICES | AD CHOICES

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## M | IPUB | New | Bundle Details | Triple Play

**Internet Details Page**

The Internet section of the details page will include a line about the additional base/unlimited usage. It will include the internet base data and a additional note if a specific product bumps the base usage to unlimited. If there is base usage there will be a learn more link which will open an Model. The Modal will include overage and max overage rates.

**Max Plus** - 100 Mbps internet with unlimited total data limit per month because you bundled with TV.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70.

Ok

## M | IPUB | New | Adjust Usage Page

- 3 Limits Total Drawer**  
The Internet section of page and will include a detailed breakdown of the usage limit including system and initiated retention bolt-ons. The learn more link will open the modal with the max usage and overage charge information.

Total Data Limit		1000 GB	+
Your base plan data limit details:			
	Allowance	Price	
Max Plus	1000	\$153/mo.	
<a href="#">Learn More</a>			

- 4 Bolt-ons**  
Users can select from on of the available bolt-ons. Three will appear ordered from most to least and users can click the view more to see the remaining offers. The CTA will change to remove

Add Additional Usage
\$ 30 <sup>00</sup> /mo.
<b>Unlimited Data Add-on</b> <small>* This allows you to watch an unlimited movies a month.</small>
<a href="#">Remove</a>

- 4 Price and New Usage Total**  
The price and new usage total will dynamically update if a user selects a usage add-on or upsell item.

- 5 Conflict Modal**  
If users try to add a second usage add-on users will be presented with this conflict modal.

Internet Data Allowance	X
You already have a usage bolt-on. These offers cannot be combined together.	
Clicking add will remove:	
Unlimited Data Add-on	\$30.00/mo
<a href="#">Cancel</a>	<a href="#">Add</a>

Data Limit Options (optional)

Total Data Limit
1000 GB
+

Add Additional Usage
\$ 30<sup>00</sup>/mo.

**Unlimited Data Add-on**
\* This allows you to watch an unlimited movies a month.

Add to Cart

Add Additional Usage
\$ 25<sup>00</sup>/mo.

**750 GB Data Add-on / mo**
\* This allows you to watch an additional 6 movies a month.

Add to Cart

Add Additional Usage
\$ 20<sup>00</sup>/mo.

**500 GB Data Add-on / mo**
\* This allows you to watch an additional 4 movies a month.

Add to Cart

Next ## results

Configured Data Limit
1000 GB

Monthly price as configured
\$120.00

Price includes a \$7.00/mo. Internet Equipment Fee. Monthly taxes and other fees are not included.

Continue


Don't see the mix of services you want? Give us a call at 866.555.5555 to get the services that work best for you.

Back to Bundle Details

Search AT&T

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[CONTACT US](#) | [LEGAL](#) | [TERMS OF USE](#)  
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Order summary

Monthly charges\*

\$121.00

⊖

Xtra + Max Plus + Voice 200

\$114.00

HBO, SHOWTIME and Cinemax

Included

HD Genie DVR

Included

3 wireless receivers

Included

High speed internet equipment fee

\$7.00

Published phone listing

Included

Total Data

575 GB per month

⊖

1

100 mbps with 375GB per month. [Learn More](#)

TV 200GB per month bonus data

[Adjust Data Limit](#)

Due today\*

\$118.95

⊕

One-time charges\*

\$0.00

⊕

Annual subscriptions\*

\$249.00

⊕

Rewards

\$250.00

⊕

Check out

Back

The monthly total on your first bill may vary depending on the billing date and pro-rated monthly fees, based on date of installation, that are applied to your account. Quoted prices do not include taxes, fees, surcharges, shipping, or other charges including city video cost recovery and Universal Services Fund fees, where applicable.

Prices, programming and offers subject to change without notice. Visit [AT&T Offer Details](#) regarding offers and promotions. You may not be eligible for some promotional rewards if you cancel service within 30 days of activation or before the redemption of your promotional reward is processed.

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## M | IPUB | New | Order Summary | Triple Play

**1 Total Data limit Drawer**  
This will include the total amount of data per month. The base usage will be listed and there will be a learn more link which will open an Modal. The Modal will include overage and max overage rates. The additional data add-ons, retention bonus, and system initiated bolt-ons (like bonus 200 GB for TV).

Internet Data Allowance

✕

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70. [Adjust Data Limit](#)

Ok

Exhibit 7.g

Personal ~ | Business ~ | About AT&T
My Linked Accounts ~ | Wireless Coverage Maps | Store Locations & Appointments | Languages ~

Shop
myAT&T
Support

Overview
Billing & Payments
Wireless
Digital TV
Internet
Home Phone
Profile
My Orders
att.net
Digital Life

Welcome back, [REDACTED]  
Valued customer since 2005

Your total balance for all bills: **####.##**  
[Enroll in paperless billing](#) | [Manage AutoPay](#)

[Make Payment](#)  
12 days left to pay  
Due on: 01 / 22 / 2014

My Plans
Alerts

U-verse Internet | Max unlimited GB
[Plan details](#)
[Change plan](#)

U-verse Internet: Gigaflo

U-verse Voice: **Muske**  
Voice Unlimited

### Data Overage

You have data overage adjust your usage to avoid overage charges  
[Adjust Data Limit](#)

Active Promotion(s):  
< Promotion Name >  
Expires: Oct 5, 2012

Billing Period: 14 days left
[View all usage](#)

Internet Data  
297 GB of unlimited used  
[Adjust Data Limit](#)

Data overage charges do not apply during your grace period.

Email Addresses  
Manage accounts | Change password

[REDACTED] (Primary)
Check email

[REDACTED]
Check email

[REDACTED]
Check email

[Download McAfee®](#) | [Find my wireless network key](#)

AT&T Messages (5) | 09/05/2014 | First LTE Windows Phone in U.S. coming exclusively to AT&T customers [Learn More](#) [Read all messages](#)

Promotional Tile 1

Promotional Tile 2

Promotional Tile 3

DT | IPUB | Existing | My AT&T | Dashboard

- 1
Alert Tool Tip  
The tool tip will display a link to the Provide flow adjust usage page.
- 2
Adjust Limit Page  
This is a new link added to the internet panel that will take users to the new data adjustment page.









REDACTED—FOR PUBLIC INSPECTION

Exhibit 7.g

Personal | Business | About AT&T

My Linked Accounts | Wireless Coverage Maps | Store Locations & Appointments | Languages

Hi [redacted] welcome back Log Out

ShopmyAT&TSupport

Search

OverviewBilling & PaymentsWirelessDigital TVInternetHome PhoneProfileMy Ordersatt.netDigital Life

Home / Shop / U-verse / Change Your U-verse Service

Your Cart

1

AT&T GigaPower Internet  
Up to 1 Gbps with 1000 GB/mo. [Learn More](#)

\$120.00

2

Data Add-ons [Adjust Data Limit](#)

750 GB Data Add-on\$60.00

TV 200 GB bonus data [?](#)\$0.00

3Total Data Limit 1950 GB

Equipment

High Speed Equipment Fee [?](#)\$80.00

Internet discounts for 12 months-\$60.00

Internet Subtotal\$180.00

CHOICE all included  
Over 175 channels including TCM, SEC Network, Animal Planet, HGTV, Fuse and local channels

\$106.00

Equipment [Change](#)

1 Genie HD DVRBAU\$0.00

Other Charges and Fees

Regional Sports Fee\$2.14

\$46.00 off for 12 months-\$46.00

Television Subtotal\$62.14

Unlimited  
unlimited minutes/month in the U.S.

\$40.00

Savings during 2-year periodBAU-\$5.00

Home Phone Subtotal\$35.00

All content Below is BAU

DT | IPUB | Existing | Modify | Triple Play | Cart Summary

1

Copy

This line will reflect the base usage of the internet plan along with a [Learn More](#) link that will open the model below and highlight overage rates and max overage charges.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70. [Adjust Data Limit](#)

OK

2

Cart Summary Items

Your cart will reflect your mini cart selections and will include data add-ons, retention bonus, and system indicated bolt-ons (like bonus 200 GB for TV). There will be a link that will take you to the adjust usage page. If there are multiple system initiated bolt-ons they will be outlined in a tool tip like the one below.

TV 200 GB bonus data

System initiated bolt on 1\$0.00

System initiated bolt on 1\$0.00

3

Data Total

This will include your total data usage including the plan data. .

Layout

This new layout outlined in the internet section will be carried through the thank you page and any other remaining pages that use the cart summary layout.

# Exhibit 7.g

Personal | Business | About AT&T

My Linked Accounts | Wireless Coverage Maps | Store Locations & Appointments | Languages

Hi [REDACTED] welcome back Log Out

ShopmyAT&TSupport

Search

OverviewBilling & PaymentsWirelessDigital TVInternetHome PhoneProfileMy Ordersatt.netDigital Life

Home / Shop / U-verse / Change Your U-verse Service

Change Your U-verse Service

Need help ordering? Chat now

Select the services you'd like to change.

INTERNET

Your Plan

Gigapower

+

TV

Your Plan

Unlimited

+

VOICE

Your Plan

Unlimited

Select a Plan

Change

Internet Data Summary

Current Plan: Internet 300

Data Included: 800 GB

Data Add-on

250 GB

Total Data Limit

1050 GB permo

Adjust Data

Change your Internet Plan

Pro

Best for surfing the web & email

\$41/mo for 24 mos

Includes 275 GB per month

Learn More

3 Mbps

Up to 3 Mbps

Compare Internet Speeds

Update Cart

Elite

Best for downloading music

\$46/mo for 24 mos

Includes 275 GB per month

Learn More

6 Mbps

Up to 6 Mbps

Compare Internet Speeds

Update Cart

Max

Best for streaming HD video

\$51/mo for 24 mos

Includes 275 GB per month

Learn More

12 Mbps

Up to 12 Mbps

Compare Internet Speeds

Update Cart

Max Plus

Best for streaming HD video

\$56/mo for 24 mos

Includes 400 GB per month

Learn More

18 Mbps

Up to 18 Mbps

Compare Internet Speeds

Update Cart

Max Power

Best for online gaming

\$76/mo for 24 mos

Includes 625 GB per month

Learn More

45 Mbps

Up to 45 Mbps

Compare Internet Speeds

Update Cart

Internet 300

Best for online gaming

\$100/mo for 24 mos

Includes 800 GB per month

Learn More

300 Mbps

Up to 300 Mbps

Compare Internet Speeds

Current Plan

Gigapower

Best for online gaming

\$120/mo for 24 mos

Includes 1000 GB per month

Learn More

1 Gbps

Up to 1 Gbps

Compare Internet Speeds

Update Cart

Done with changes?

Continue

Cancel All Changes

Updated Cart

Current Services

Submit order

Monthly Charges

Internet

Internet 300 (800 GB)

\$100.00

Internet Subtotal

\$100.00

Voice

Unlimited

\$40.00

Savings during 2-year period

-\$5.00

Voice Subtotal

\$35.00

Your Starting Price

\$75.00

Additional Monthly Charges and discounts

\$75.00

Total Monthly Charges\*

\$215.00

Submit order

## DT | IPUB | Existing | Modify | Internet Plan

1 Data Limit

The customers data limit will be displayed along with a edit CTA that will take users to the adjust limit page. The users data included number would be the base data limit and any system initiated bolt-ons. It would dynamically update if users where to select a new/different TV or Internet plan.

2 Internet Title

The allotted data limit will be displayed on every tile. The Learn More link that will open the model below and highlight overage rates and max overage charges. Once users select a product they will go to the usage page where they have the opportunity to configure their limit before checking out.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70.

OK

3 Mini Cart

The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it.

Mini Cart

Internet

Data Add-on

Unlimited Data Add-on

\$75.00

Total Charges

\$75.00

Total Data Limit

Unlimited

AT&T

AT&T on the Web | att.com | att.net

Shop, Service, Support. | Email - News - Weather & More

Privacy Policy | Your Choices | Careers | Contact Us | Terms of Use | Site Map | Accessibility | Wireless Emergency Alerts | Advertising Choices | Broadband Information

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The first nationwide provider to be awarded

TRUSTe

YIP

DISPENSE

Digital White & Yellow Pages

Part of

AT&T

Personal | Business | About AT&T

My Linked Accounts | Wireless Coverage Maps | Store Locations & Appointments | Languages

Hi [redacted] welcome back Log Out

ShopmyAT&TSupport

Search

OverviewBilling & PaymentsWirelessDigital TVInternetHome PhoneProfileMy Ordersatt.netDigital Life

Home / Shop / U-verse / Change Your U-verse Service

Change Your U-verse ServiceNeed help ordering? Chat now

1Internet Data Summary

Current Plan: Internet 300  
Data Included: 800 GB

Data Add-on  
250 GB

Total Data Limit  
1050 GB per mo

Adjust Data

Change your Internet Plan

Pro  
Best for surfing the web & email  
\$41/mo for 24 mos  
Includes 275 GB per month  
Learn More  
Up to 3 Mbps  
Compare Internet Speeds  
Update Cart

Elite  
Best for downloading music  
\$46/mo for 24 mos  
Includes 275 GB per month  
Learn More  
Up to 6 Mbps  
Compare Internet Speeds  
Update Cart

Max  
Best for streaming HD video  
\$51/mo for 24 mos  
Includes 375 GB per month  
Learn More  
Up to 12 Mbps  
Compare Internet Speeds  
Special Offers  
• Receive a \$150 Reward Card for ordering online today  
• \$59 off / 24 mo - 1 yr term required  
Update Cart

Max Plus  
Best for streaming HD video  
\$56/mo for 24 mos  
Includes 400 GB per month  
Learn More  
Up to 18 Mbps  
Compare Internet Speeds  
Special Offers  
• Receive a \$150 Reward Card for ordering online today  
Update Cart

Max Power  
Best for online gaming  
\$76/mo for 24 mos  
Includes 625 GB per month  
Learn More  
Up to 45 Mbps  
Compare Internet Speeds  
Special Offers  
• Receive a \$150 Reward Card for ordering online today  
• \$59 off / 24 mo - 1 yr term required  
Update Cart

Internet 300  
Best for online gaming  
\$100/mo for 24 mos  
Includes 800 GB per month  
Learn More  
Up to 300 Mbps  
Compare Internet Speeds  
Special Offers  
• Receive a \$150 Reward Card for ordering online today  
• \$59 off / 24 mo - 1 yr term required  
Current Plan

Gigapower  
Best for online gaming  
\$120/mo for 24 mos  
Includes 1000 GB per month  
Learn More  
Up to 1 Gbps  
Compare Internet Speeds  
Update Cart

Done with changes? Continue

Cancel All Changes

Privacy Policy | Terms of Use | AT&T TV Terms of Service | AT&T TV Offer Details

DT | IPUB | Existing | Modify | Internet Plan

- Data Limit**  
The customers data limit will be displayed along with an edit CTA that will take users to the adjust limit page. The users data included number would be the base data limit and any system initiated bolt-ons. It would dynamically update if users where to select a new/different TV or Internet plan.
- Internet Title**  
The allotted data limit will be displayed on every tile. The Learn More link that will open the model below and highlight overage rates and max overage charges. Once users select a product they will go to the usage page where they have the opportunity to configure their limit before checking out.

Internet Data Allowance

You will receive a notice the first time your usage exceeds the data plan. We will send you alerts if your usage approaches or exceeds the amount of data included in your plan. If you exceed your monthly data plan a third time we'll charge you \$10 for each additional 50 GB of data provided to you that month with a max charge of \$70.

OK

- Mini Cart**  
The mini cart will update accordingly and changed items will be colored green and the items will be added to the data add-ons pop out section. The pop out will include usage add-ons, retention bolt-ons and system initiated bolt-ons. This section will only appear if there are items within it.

Internet

Data Add-on  
Unlimited Data Add-on \$75.00

Total Charges \$76.00  
Total Data Limit Unlimited

Exhibit 7.h

Welcome back, [REDACTED]  
Last login: 04/06/2016

Your total balance is:

as of Wed, Apr 6

Most recent bill

Activity since last bill

**\$21.38**

[View bill details](#)

\$42.77

-\$21.39

[Make a Payment](#)

**3 day(s) left to pay**

Due on Apr 9, 2016

I want to...



[Manage paperless billing](#) | [Enroll in AutoPay](#)

## My Plans



Alerts

U-verse Internet | Elite [Plan details](#) | [Change plan](#)



U-verse Internet  
Elite



U-verse TV  
U-450



[Link another account](#)

**Billing Period: 14 days left**

**Internet** – includes add-on data

Unlimited

### Quick links

[Find my Wi-Fi network key](#)

[View usage details](#)

[Check my email](#)

[Change my password](#)

### Discounts and rewards

Exclusive Offer:

Get faster Internet and save \$5  
for 6 months [>](#)

### Help with my service



### Get the most from my U-verse Internet



[Get the myAT&T app](#)

Billing & Usage

Account: [REDACTED]  
[View Plan Summary](#) ▾

800.288.2020

Total Amount Due by Apr 9, 2016:

\$21.38

[View Paper Bill](#)

[Make a Payment](#)

- Bill
- Usage
- Video Orders
- History
- Reports

Showing: Recent Usage Mar 20, 2016 - Present ▴ ▾

Billing Period: 14 days left

AT&T U-verse High Speed Internet Elite



Total data used  
158.92 of unlimited <sup>?</sup>  
GB used  
[Upgrade plan](#)

18.13 GB uploaded <sup>?</sup>  
140.79 GB downloaded <sup>?</sup>

Usage Details

Print | [Download](#) ▴ ▾

Date ▾	Download (GB)	Upload (GB)	Total (GB)
04/06/2016	4.53	0.49	5.02
04/05/2016	10.22	1.20	11.42
04/04/2016	5.22	0.66	5.88
04/03/2016	11.25	1.43	12.68
04/02/2016	5.63	0.69	6.32
04/01/2016	11.26	1.43	12.69
03/31/2016	5.58	0.67	6.25
03/30/2016	11.69	1.37	13.06
03/29/2016	4.86	0.70	5.56
03/28/2016	11.25	1.42	12.67
03/27/2016	5.48	0.69	6.17
03/26/2016	11.38	1.43	12.81
03/25/2016	5.60	0.69	6.29
03/24/2016	7.52	1.32	8.84
03/23/2016	6.00	0.69	6.69
03/22/2016	7.24	1.18	8.42
03/21/2016	5.77	0.72	6.49
03/20/2016	10.31	1.35	11.66

Totals for Billing period: 140.79 GB downloaded | 18.13 GB uploaded | 158.92 GB

[View important information about usage delays](#)

Manage Account

- [Change plan](#)
- [Troubleshoot my service](#)
- [Move service](#)

Manage Billing & Payment Options

- [Manage paperless billing](#)
- [Enroll in AutoPay](#)
- [See more payment options](#)
- [Update billing information](#)

Get Help

- [View your U-verse Internet Usage](#)
- [Learn about calling features & star codes](#)
- [Set up U-verse Internet](#)
- [Shop charges and plans](#)
- [Go to U-verse billing support](#) ➤

Billing & Usage

Account: [REDACTED]  
[View Plan Summary](#) ▼

800.288.2020

Total Amount Due by Apr 9, 2016:

\$21.38

[View Paper Bill](#)

[Make a Payment](#)

Bill

Usage

Video Orders

History

Reports

Showing: Current Billed Usage Feb 20, 2016 - Mar 19, 2016

Billing period: complete  [View paper bill for Mar 19, 2016](#)

AT&T High Speed Internet Elite

Note: Usage shown for the selected billing period may only reflect Internet usage for a partial bill period.



Total Data Used

243

GB Used

\* Total usage shown is rounded up to the nearest GB

[Add more data](#)

↑ 29.03 GB Uploaded ?

↓ 213.53 GB Downloaded ?

Usage Details

 [Print](#) | 

[Download](#)

Date ▼	Download (GB)	Upload (GB)	Total (GB)
03/19/2016	5.81	0.72	6.53
03/18/2016	10.43	1.37	11.80
03/17/2016	5.80	0.72	6.52
03/16/2016	3.19	0.38	3.57
03/15/2016	12.43	1.69	14.12
03/14/2016	10.94	1.38	12.32
03/13/2016	5.10	0.69	5.79
03/12/2016	10.05	1.35	11.40
03/11/2016	5.80	0.71	6.51
03/10/2016	10.22	1.35	11.57
03/09/2016	5.69	0.70	6.39
03/08/2016	9.26	1.32	10.58
03/07/2016	5.66	0.69	6.35
03/06/2016	8.95	1.32	10.27
03/05/2016	5.63	0.66	6.29
03/04/2016	8.66	1.32	9.98
03/03/2016	5.63	0.67	6.30
03/02/2016	8.52	1.32	9.84
03/01/2016	5.65	0.66	6.31
02/29/2016	8.19	1.32	9.51
02/28/2016	5.62	0.66	6.28
02/27/2016	8.17	1.32	9.49
02/26/2016	5.61	0.67	6.28
02/25/2016	9.05	1.33	10.38
02/24/2016	5.10	0.66	5.76
02/23/2016	8.34	1.32	9.66
02/22/2016	5.63	0.69	6.32
02/21/2016	8.01	1.22	9.23
02/20/2016	6.39	0.82	7.21

Totals for Billing period:

213.53 GB Downloaded

29.03 GB Uploaded

242.56 GB

Manage Account

[Change plan](#)  
[Troubleshoot my service](#)  
[Move service](#)

Manage Billing & Payment Options

[Manage paperless billing](#)  
[Enroll in AutoPay](#)  
[See more payment options](#)  
[Update billing information](#)

Get Help

[View your U-verse Internet Usage](#)  
[Learn about calling features & star codes](#)  
[Set up U-verse Internet](#)  
[Shop charges and plans](#)  
[Go to U-verse billing support](#) ➤





Shop

myAT&T

Support



## Billing & Usage

Account: [REDACTED]  
[View Plan Summary](#) ▼

800.288.2020

Total Amount Due by Apr 9, 2016:

**\$21.38**

[View Paper Bill](#)

[Make a Payment](#)

Bill

Usage

Video Orders

History

**Reports**

U-verse Internet Usage (GB)



02/20/2016 - 03/19/2016



06/20/2015 - 07/19/2015

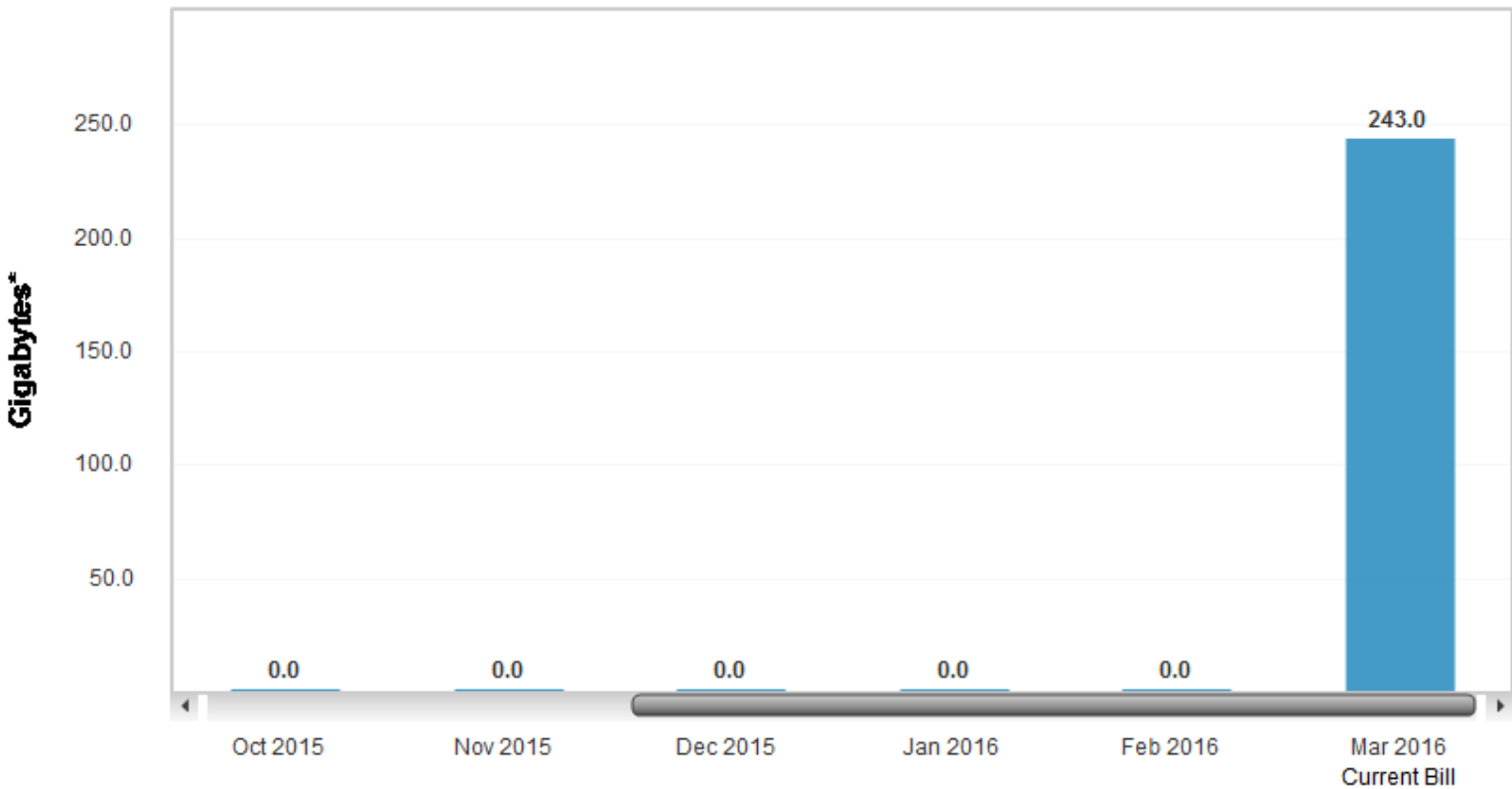


[Create Report](#)

Internet usage shown for Mar 2016 may not reflect your Internet usage for the entire bill period.

[Print](#)

### U-verse® Internet Usage (GB)



[View usage](#) to check out your additional billed usage information.

\* 1024 GB = 1 Terabyte (TB)

#### Manage Account

[Change plan](#)  
[Troubleshoot my service](#)  
[Move service](#)  
[Learn how to return equipment](#)  
[Set up parental controls for Internet](#)

#### Manage Billing & Payment Options

[Manage paperless billing](#)  
[Enroll in AutoPay](#)  
[See more payment options](#)  
[Update billing information](#)

#### Get Help

[See ways to pay your bill](#)  
[Learn about calling features & star codes](#)  
[Question a charge](#)  
[Go to billing support](#) ➤

Exhibit 8

State/Nation	Organization	City/Community Served	Organization Website
AL	Alabama State Conference of the NAACP	Statewide	<a href="http://www.alnaacp.org">http://www.alnaacp.org</a>
AL	Jefferson County Housing Authority	Birmingham City & Jefferson County	<a href="http://www.jeffcntyhousing.com">http://www.jeffcntyhousing.com</a>
AL	Birmingham Urban League	Birmingham City & Jefferson County	<a href="http://nul.iamempowered.com/affiliate/birmingham-urban-league">http://nul.iamempowered.com/affiliate/birmingham-urban-league</a>
AL	AARP Alabama	Statewide	<a href="http://states.aarp.org/region/alabama/">http://states.aarp.org/region/alabama/</a>
AL	Alabama Department of Senior Services	Statewide	<a href="http://www.alabamaageline.gov/">http://www.alabamaageline.gov/</a>
AL	Alabama State Department of Education	Statewide	<a href="http://www.alsde.edu">www.alsde.edu</a>
AL	Alabama Department of Human Resources	Statewide	<a href="http://www.dhr.state.al.us">www.dhr.state.al.us</a>
AR	WelcomeHealth: Northwest Arkansas' Free Health Center	Northwest AR	<a href="http://welcomehealthnwa.org/">http://welcomehealthnwa.org/</a>
AR	Peace at Home Family Shelter	Northwest AR	<a href="http://peaceathomeshelter.org/">http://peaceathomeshelter.org/</a>
AR	Sunshine School & Development Center	Benton County, AR	<a href="http://www.nwasunshineschool.org/">http://www.nwasunshineschool.org/</a>
AR	United Way of Northwest Arkansas	Northwest AR	<a href="http://unitedwaynwa.org/">http://unitedwaynwa.org/</a>
AR	Northwest Arkansas Women's Shelter	Northwest ARK	<a href="http://www.nwaws.org/">http://www.nwaws.org/</a>
AR	Arkansas Single Parent Scholarship Fund	Statewide	<a href="http://www.aspsf.org/">http://www.aspsf.org/</a>
AR	Helen R. Walton Children's Enrichment Center	Northwest AR	<a href="http://hwcec.org/">http://hwcec.org/</a>
AR	Credit Counseling of Arkansas	Northwest AR	<a href="http://www.ccoacares.com">http://www.ccoacares.com</a>
AR	Bentonville Public Schools	Bentonville, AR	<a href="http://bhs.bentonvillek12.org">http://bhs.bentonvillek12.org</a>
AR	Community Clinic	Northwest AR	<a href="http://www.communityclinicnwa.org">www.communityclinicnwa.org</a>
AR	ARVets	Statewide	<a href="http://arvets.org/">http://arvets.org/</a>
AR	Child Care Aware of NWA	Northwest AR	<a href="http://www.nwachildcare.org">www.nwachildcare.org</a>
AR	Arkansas Department of Human Services (DHS)	Statewide	<a href="http://humanservices.arkansas.gov/Pages/default.aspx">http://humanservices.arkansas.gov/Pages/default.aspx</a>
AR	Heart of Arkansas United Way	Little Rock / North Little Rock	<a href="http://www.heartaruw.org/">http://www.heartaruw.org/</a>
AR	Increasing Capabilities Access Network (ICAN)	Statewide	<a href="http://www.ar-ican.org">www.ar-ican.org</a>
FL	United Way of Escambia County	Escambia Co.	<a href="http://www.unitedwayescambia.org">www.unitedwayescambia.org</a>
FL	United Way of Northwest Florida	Bay, Calhoun, Gulf, Holmes, Jackson, and Washington Counties	<a href="http://www.unitedwaynwfl.org/">www.unitedwaynwfl.org/</a>
FL	Community Connections of Jacksonville	Jacksonville	<a href="http://www.communityconnectionsjax.org">www.communityconnectionsjax.org</a>
FL	Florida Department of Children and Families (Northwest Region Circuit 14)	Northwest FL (Bay, Calhoun, Gulf, Holmes, Jackson, and Washington Counties)	<a href="http://www.myflfamilies.com/">http://www.myflfamilies.com/</a>
FL	Kings Youth Baseball Club	Broward County	<a href="http://www.leaguelineup.com/kings">www.leaguelineup.com/kings</a>
FL	United Way of Broward County	Broward County	<a href="http://www.unitedwaybroward.org">www.unitedwaybroward.org</a>
FL	Hialeah Housing Authority	Miami-Dade County	<a href="http://www.hialeahhousing.org/">http://www.hialeahhousing.org/</a>
FL	Education Foundation of Palm Beach County	Palm Beach County	<a href="http://www.educationfoundationpbc.com">www.educationfoundationpbc.com</a>
FL	Education Foundation of St. Lucie County	St. Lucie County	<a href="http://www.educationfoundationstlucie.org">www.educationfoundationstlucie.org</a>
FL	Florida Department of Children and Families (Central Region Circuit 5)	Central Region (Citrus, Hernando, Lake, Marion, and Sumter Counties)	<a href="http://www.myflfamilies.com/">http://www.myflfamilies.com/</a>

Exhibit 8

State/Nation	Organization	City/Community Served	Organization Website
FL	Florida Department of Children and Families (Northeast Region)	Northeast Region (Alachua, Baker, Bradford, Dixie, Gilchrist, Levy, Union, Columbia, Hamilton, Lafayette, Madison, Suwannee, and Taylor Counties)	<a href="http://www.myflfamilies.com/">http://www.myflfamilies.com/</a>
FL	Florida Department of Children and Families (Northwest Region Circuit 1)	Northwest Region (Escambia, Okaloosa, Santa Rosa, Walton Counties)	<a href="http://www.myflfamilies.com/">http://www.myflfamilies.com/</a>
FL	Education Foundation of Martin County	Martin County	<a href="http://www.educationfoundationmc.org">www.educationfoundationmc.org</a>
FL	Greater Caribbean American Chamber of Commerce	South Florida	<a href="http://www.gcacc.com">www.gcacc.com</a>
FL	AHEPA Housing - 410 Senior Apartments	Daytona Beach, Florida	<a href="http://www.ahepahousing.org/daytona-beach-fl-ahepa-410-senior-communities">http://www.ahepahousing.org/daytona-beach-fl-ahepa-410-senior-communities</a>
FL	Florida Department of Children and Families (Central Region Circuit 9)	Central Region (Orange and Osceola Counties)	<a href="http://www.myflfamilies.com/">http://www.myflfamilies.com/</a>
FL	AHEPA Housing - Hurley Manor Apartments	Jacksonville	<a href="http://www.ahepahousing.org/">http://www.ahepahousing.org/</a>
FL	Washington County Public Library	Chipley	<a href="http://www.wcplfl.com">http://www.wcplfl.com</a>
FL	Family Nurturing Center of South Florida	Broward County	<a href="http://www.familycentral.org/">http://www.familycentral.org/</a>
FL	Latino Leadership, Inc.	Central Florida (Orange, Seminole, Volusia and Brevard) Based in Orlando	<a href="http://www.latino-leadership.org">www.latino-leadership.org</a>
FL	Santa Rosa Education Foundation	Santa Rosa Co.	<a href="http://www.santarosaeducationfoundation.org/">www.santarosaeducationfoundation.org/</a>
FL	Urban League of Broward County	Broward County	<a href="http://www.ulbroward.org">www.ulbroward.org</a>
FL	Bay Education Foundation	Bay Co.	<a href="http://www.bayeducationfoundation.org/">www.bayeducationfoundation.org/</a>
FL	United Way of Martin County	Martin County	<a href="http://www.unitedwaymartincounty.org">www.unitedwaymartincounty.org</a>
FL	Connect Familias	Miami-Dade	<a href="http://www.connectfamilias.org/index.html">http://www.connectfamilias.org/index.html</a>
FL	Greater Jacksonville Area USO	Northeast Florida	<a href="http://www.jaxuso.org">www.jaxuso.org</a>
FL	Opa-locka Community Development Corporation	Opa Locka, North Miami-Dade County, Miami Gardens, Liberty City	<a href="http://www.olcdc.org">www.olcdc.org</a>
GA	Junior Achievement of Georgia	Statewide	<a href="http://www.georgia.ja.org/">http://www.georgia.ja.org/</a>
GA	Step UP Savannah	Savannah	<a href="http://stepupsavannah.org/">http://stepupsavannah.org/</a>
GA	America's Second Harvest of Coastal Georgia	Savannah	<a href="http://www.helpendhunger.org">http://www.helpendhunger.org</a>
GA	United Way of the Chattahoochee Valley	Columbus	<a href="http://www.unitedwayofthecv.org">http://www.unitedwayofthecv.org</a>
GA	Clarke County School District	Athens	<a href="http://www.clarke.k12.ga.us/">http://www.clarke.k12.ga.us/</a>
GA	Communities in Schools of Savannah	Savannah	<a href="http://www.cissavannah.org/">http://www.cissavannah.org/</a>
GA	United Way of Central Georgia	Macon	<a href="http://www.unitedwaycgc.org">http://www.unitedwaycgc.org</a>
GA	Macon-Bibb County Housing Authority	Macon	<a href="http://www.maconhousing.com">http://www.maconhousing.com</a>
GA	Housing Authority of Columbus, Georgia	Columbus	<a href="http://www.columbushousing.org/">http://www.columbushousing.org/</a>
IL	Senior Services Center of Will County	Will and Grundy County	<a href="http://www.willcountyseniors.org">www.willcountyseniors.org</a>
IL	Catholic Charities Diocese of Joliet	Will/Kendall/Grundy/DuPage/Kankakee/Ford & Iroquois Counties	<a href="http://www.catholiccharitiesjoliet.org">www.catholiccharitiesjoliet.org</a>

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State/Nation	Organization	City/Community Served	Organization Website
IL	Big Brothers Big Sisters of Will & Grundy Counties	Will and Grundy County	<a href="http://www.bbbswillgrundy.org/site/c.5oJILSPuFhJUG/b.6373713/k.EEC3/Home_Page.htm">http://www.bbbswillgrundy.org/site/c.5oJILSPuFhJUG/b.6373713/k.EEC3/Home_Page.htm</a>
IL	Forest Park Community Center	Will County	<a href="https://www.silvercross.org/about-us/community-connections/15-about-us/community-connections/1652-forest-park-community-center">https://www.silvercross.org/about-us/community-connections/15-about-us/community-connections/1652-forest-park-community-center</a>
IL	Pederson-McCormick Boys & Girls Club	Uptown Chicago	<a href="http://mccormick.bgcc.org/">http://mccormick.bgcc.org/</a>
IL	YWCA Lake County	Lake County	<a href="http://www.ywcalakecounty.org/">http://www.ywcalakecounty.org/</a>
IL	YWCA Evanston/North Shore	North Shore	<a href="https://www.kintera.org/site/c.ewK0LoO8LmK6F/b.7964321/k.BD08/Home.htm">https://www.kintera.org/site/c.ewK0LoO8LmK6F/b.7964321/k.BD08/Home.htm</a>
IL	Catholic Charities of the Archdiocese of Chicago	Lake County	<a href="http://www.catholiccharities.net">http://www.catholiccharities.net</a>
IL	Housing Forward	Cook County	<a href="http://www.housingforward.org">www.housingforward.org</a>
IL	Illinois Department of Human Services Family Community Resource Center - St Clair/East St Louis	St Clair County	<a href="http://www.dhs.state.il.us/page.aspx?module=12&amp;officetype=5&amp;county">http://www.dhs.state.il.us/page.aspx?module=12&amp;officetype=5&amp;county</a>
IL	Illinois Department of Human Services Family Community Resource Center - Madison County - Madison/East Alton	Madison County	<a href="http://www.dhs.state.il.us/page.aspx?module=12&amp;officetype=5&amp;county">http://www.dhs.state.il.us/page.aspx?module=12&amp;officetype=5&amp;county</a>
IL	Quad County Urban League	DuPage, Will, Kendall, Kane Counties	<a href="http://www.qcul.org">www.qcul.org</a>
IL	People's Resource Center	Aurora	<a href="http://www.peoplesrc.org/">http://www.peoplesrc.org/</a>
IL	DuPage Housing Authority	DuPage County	<a href="http://www.dupagehousing.org">www.dupagehousing.org</a>
IL	DuPage County Area Project (DuCAP)	DuPage County	<a href="http://www.ducap.org">www.ducap.org</a>
IL	The Community Foundation of Macon County	Decatur and Macon County	<a href="http://www.endowdecatur.org">http://www.endowdecatur.org</a>
IL	Don Moyer Boys & Girls Club	Champaign	<a href="http://www.dmbgc-cu.org">http://www.dmbgc-cu.org</a>
IL	Decatur-Macon County Opportunities Corporation	Decatur	<a href="http://dmcoc.org">http://dmcoc.org</a>
IL	Central Counties Health Centers	Springfield	<a href="http://www.centralcounties.org">http://www.centralcounties.org</a>
IL	AARP Illinois - Springfield	Springfield	<a href="http://states.aarp.org/region/illinois">http://states.aarp.org/region/illinois</a>
IL	AARP Illinois - Decatur	Decatur	<a href="http://states.aarp.org/region/illinois">http://states.aarp.org/region/illinois</a>
IL	AARP Illinois - Champaign	Champaign	<a href="http://states.aarp.org/region/illinois">http://states.aarp.org/region/illinois</a>
IL	Springfield Urban League	Springfield	<a href="http://springfieldul.org">http://springfieldul.org</a>
IL	Champaign Urbana Schools Foundation	Champaign	<a href="http://cuschoolsfoundation.org">http://cuschoolsfoundation.org</a>
IL	Decatur Public Schools Foundation	Decatur	<a href="http://www.dps61.org/Foundation">http://www.dps61.org/Foundation</a>
IL	Proviso Leyden Council for Community Action, Inc.	Maywood/Proviso	<a href="http://www.PLCCA.ORG">www.PLCCA.ORG</a>
IL	The Link & Option Center	Markham/Thornton	<a href="http://www.link-option.com/">http://www.link-option.com/</a>
IL	South-Southwest Suburban United Way	Southland Region	<a href="http://www.uw-mc.org/ssw">www.uw-mc.org/ssw</a>
IL	Thornton Township	Thornton Township	<a href="http://www.Thorntontownship.com">www.Thorntontownship.com</a>
IL	Union League Boys & Girls Club	Chicago	<a href="http://www.ulbgc.org/">http://www.ulbgc.org/</a>
IL	Chicago Partnership for Health Promotion	Chicago	<a href="http://cphp.uic.edu/">http://cphp.uic.edu/</a>
IL	Salvation Army Metropolitan Division	Cook County	<a href="http://centralusa.salvationarmy.org/metro">http://centralusa.salvationarmy.org/metro</a>
IL	Salvation Army Ray & Joan Kroc Community Center	Chicago	<a href="http://www.kroccenterchicago.com/">http://www.kroccenterchicago.com/</a>

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State/Nation	Organization	City/Community Served	Organization Website
IL	Salvation Army Freedom Center	Chicago	<a href="http://www.safreedom.org/">http://www.safreedom.org/</a>
IL	Chicago Urban League	Chicago	<a href="http://www.thechicagourbanleague.org/site/default.aspx?PageID=1">http://www.thechicagourbanleague.org/site/default.aspx?PageID=1</a>
IL	Leyden Family Service & Mental Health Center	Franklin Park	<a href="http://www.leydenfamilyservice.org">www.leydenfamilyservice.org</a>
IL	Marillac St. Vincent Family Services	Chicago	<a href="http://marillacstvincent.org/">http://marillacstvincent.org/</a>
IL	South Central Community Services	Chicago	<a href="http://sccsinc.org/">http://sccsinc.org/</a>
IL	Centro de Informacion	Elgin, Dundee, Carpentersville, Hanover Park, etc.	<a href="http://www.centrodeinformacion.org/">http://www.centrodeinformacion.org/</a>
IL	Hanover Township Department of Welfare Services	Schaumburg, Hanover Park, Streamwood, Dundee, Carpentersville, Elgin, Bartlett, etc.	<a href="http://www.hanover-township.org/departments/welfare-services">http://www.hanover-township.org/departments/welfare-services</a>
IL	LISC Chicago	Chicago	<a href="http://lisc-chicago.org">lisc-chicago.org</a>
IN	Indiana Black Expo	Marion Co.	<a href="http://www.indianablackexpo.com">www.indianablackexpo.com</a>
IN	100 Black Men of Indianapolis	Marion Co.	<a href="http://www.100blackmenindy.org">www.100blackmenindy.org</a>
IN	Indianapolis Housing Agency	Marion Co.	<a href="http://www.indyhousing.org">www.indyhousing.org</a>
IN	Community Action of Greater Indianapolis	Marion Co.	<a href="http://www.cagi-in.org">www.cagi-in.org</a>
IN	Unied Way of Central Indiana	Marion Co.	<a href="http://www.uwci.org">www.uwci.org</a>
IN	La Plaza	Marion Co.	<a href="http://www.laplazaindy.org">www.laplazaindy.org</a>
KS	Kansas Legal Services	Statewide	<a href="http://www.kansaslegalservices.org">www.kansaslegalservices.org</a>
KS	Topeka Housing Authority	Topeka	<a href="http://www.tha.gov/">http://www.tha.gov/</a>
KS	Topeka & Shawnee County Public Library	Topeka Metro	<a href="http://www.tscpl.org">www.tscpl.org</a>
KS	Kansas Association of Centers for Independent Living	Statewide	<a href="http://www.kacil.org">www.kacil.org</a>
KS	Lawrence-Douglas County Housing Authority	Lawrence	<a href="http://www.ldcha.org/">http://www.ldcha.org/</a>
KY	United Way of Franklin County	Franklin County	<a href="http://www.unitedwayfranklincounty.org/">http://www.unitedwayfranklincounty.org/</a>
KY	Munday Activity Center	Owensboro	<a href="http://www.mundayactivitycenter.com">www.mundayactivitycenter.com</a>
KY	Cliff Hagan Boys & Girls Club	Owensboro	<a href="http://cliffhaganboysandgirlsclub.org/">http://cliffhaganboysandgirlsclub.org/</a>
KY	Prichard Committee for Academic Excellence	Statewide	<a href="http://www.prichardcommittee.org">www.prichardcommittee.org</a>
KY	Girls Inc. of Owensboro-Daviess County	Daviess County	<a href="http://www.girlsincowensboro.org">www.girlsincowensboro.org</a>
KY	Kentucky Nonprofit Network	Statewide	<a href="http://www.kynonprofits.org">www.kynonprofits.org</a>
KY	Ohio County Senior Services	Ohio County	<a href="http://ohiounty.ky.gov/services/Pages/ocss.aspx">http://ohiounty.ky.gov/services/Pages/ocss.aspx</a>
KY	Kentucky Commission on the Deaf and Hard of Hearing	Statewide	*
KY	Kentucky Department of Veterans Affairs	Statewide	<a href="http://veterans.ky.gov/Pages/default.aspx">veterans.ky.gov/Pages/default.aspx</a>
KY	Kentucky Department of Education	Statewide	<a href="http://education.ky.gov/Pages/default.aspx">http://education.ky.gov/Pages/default.aspx</a>
KY	Kentucky Cabinet for Health and Family Services	Statewide	<a href="http://chfs.ky.gov/">http://chfs.ky.gov/</a>
LA	Black Heritage Festival Lake Charles, LA	Lake Charles & SW Louisiana	<a href="http://bhflc.org/">http://bhflc.org/</a>
LA	Shreveport NAACP	Shreveport	<a href="http://lanaacp.org/about_us/list_of_louisiana_units">http://lanaacp.org/about_us/list_of_louisiana_units</a>
LA	United Way of Acadiana	Acadiana Region (8 parishes)	<a href="http://unitedwayofacadiana.org/">http://unitedwayofacadiana.org/</a>

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State/Nation	Organization	City/Community Served	Organization Website
LA	Urban Restoration Enhancement Corporation	East Baton Rouge Parish	<a href="http://www.urecbr.com">www.urecbr.com</a>
LA	Central Louisiana Economic Development Alliance	Alexandria & Central Louisiana	<a href="http://www.cenla.org/">http://www.cenla.org/</a>
LA	Urban League of New Orleans	New Orleans	<a href="http://www.urbanleagueneuorleans.org/ul/">http://www.urbanleagueneuorleans.org/ul/</a>
LA	Caddo Council on Aging	Caddo Parish	<a href="http://caddocoa.org/">http://caddocoa.org/</a>
LA	United Way of Northeast Louisiana	Northeast La (12 parishes)	<a href="http://www.unitedwaynela.org/#">http://www.unitedwaynela.org/#</a>
LA	Housing Authority of the City of Shreveport	Shreveport	<a href="http://www.shvhousauth.com/">http://www.shvhousauth.com/</a>
LA	United Way of Northwest Louisiana	Northwest La (10 parishes)	<a href="http://unitedwaynwla.org/">http://unitedwaynwla.org/</a>
LA	Food Bank of Northeast Louisiana	Northeast La (12 parishes)	<a href="https://www.foodbanknela.org/">https://www.foodbanknela.org/</a>
LA	Housing Authority of New Orleans	New Orleans	<a href="http://hano.org/">http://hano.org/</a>
LA	West Feliciana Parish Public Library	West Feliciana Parish	<a href="http://wfplibrary.org/">http://wfplibrary.org/</a>
LA	Louisiana Department of Education	Statewide	<a href="http://www.louisianabelieves.com/">http://www.louisianabelieves.com/</a>
LA	East Baton Rouge Parish Housing Authority	East Baton Rouge Parish	<a href="http://www.ebrpha.org/">http://www.ebrpha.org/</a>
MI	Southwest Michigan Community Action Agency	Benton Harbor/Berrien, Cass, Van Buren Counties	<a href="http://www.smcaa.com">www.smcaa.com</a>
MI	Berrien County Commission	Berrien County	<a href="http://www.berriencounty.org/BoardofCommissioners">http://www.berriencounty.org/BoardofCommissioners</a>
MI	Latin Americans United for Progress	Holland	<a href="http://www.laup.org">www.laup.org</a>
MI	Open Door Outreach Center	Waterford, White Lake, West Bloomfield, Keego Harbor, Sylvan Lake, Commerce, Walled Lake and parts of Wixom/Oakland County	<a href="http://www.opendooroutreachcenter.com/">http://www.opendooroutreachcenter.com/</a>
MI	Macomb Community College	Metro Detroit	<a href="http://www.macomb.edu/index.html">http://www.macomb.edu/index.html</a>
MI	Winning Futures	Metro Detroit	<a href="http://www.winningfutures.org/">http://www.winningfutures.org/</a>
MI	Communities in Schools Michigan	Statewide	<a href="http://www.cismichigan.org">www.cismichigan.org</a>
MI	Destination Education	Holland/Zeeland region	<a href="http://www.midestinationeducation.org">www.midestinationeducation.org</a>
MI	Latin Americans for Social and Economic Development (LA SED)	Detroit	<a href="http://www.lasedinc.org">www.lasedinc.org</a>
MI	Communities in Schools Kalamazoo	Kalamazoo	<a href="http://www.ciskalamazoo.org">www.ciskalamazoo.org</a>
MI	Educating for Freedom in Schools	Kalamazoo	<a href="http://www.educating4freedom.com">www.educating4freedom.com</a>
MI	Mary Turner Center For Advocacy	Detroit, Ecorse, River Rouge	*
MI	Portage Community Outreach Center	Kalamazoo	<a href="http://www.portagecommunitycenter.org">www.portagecommunitycenter.org</a>
MI	Kalamazoo Loaves & Fishes	Kalamazoo	<a href="http://www.kzoelf.org">www.kzoelf.org</a>
MI	SER Metro-Detroit	Detroit	<a href="http://www.sermetro.org">www.sermetro.org</a>
MI	The Michigan Banner	Saginaw	<a href="http://www.themichiganbanner.com">www.themichiganbanner.com</a>
MI	Saginaw Chippewa Indian Tribe	Mt. Pleasant	<a href="http://www.sagchip.org/">http://www.sagchip.org/</a>
MI	Michigan State Conference NAACP	Statewide	<a href="http://www.naacp.org">www.naacp.org</a>
MI	Michigan Chronicle	Detroit	<a href="http://michronicleonline.com/">http://michronicleonline.com/</a>
MI	Latino Detroit	Detroit	<a href="http://www.latinodetroit.com">www.latinodetroit.com</a>
MI	Vista Maria	Detroit	<a href="http://www.vistamaria.org">www.vistamaria.org</a>
MI	Urban League of Detroit and Southeastern Michigan	Detroit	<a href="http://detroiturbanleague.org">http://detroiturbanleague.org</a>

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State/Nation	Organization	City/Community Served	Organization Website
MI	Michigan Association of United Ways	Statewide	<a href="http://www.uwmich.org/">http://www.uwmich.org/</a>
MI	Greater Grand Rapids Branch of the NAACP	Grand Rapids	<a href="http://www.greatergrandrapids.naacp-mich.org">www.greatergrandrapids.naacp-mich.org</a>
MI	Arab American & Chaldean Council (ACC)	Detroit	<a href="http://www.myacc.org">www.myacc.org</a>
MI	Tell Us Detroit News Network	Detroit/Southeast Michigan	<a href="http://tellusdetroit.com/">http://tellusdetroit.com/</a>
MI	Food Bank of Eastern Michigan	Flint	<a href="http://fbem.org/">http://fbem.org/</a>
MI	United Way of Genesee County	Genesee	<a href="http://www.unitedwaygenesee.org/">http://www.unitedwaygenesee.org/</a>
MI	Boys and Girls Club of Southeastern Michigan	Detroit	<a href="http://www.bgscsm.org">www.bgscsm.org</a>
MI	Detroit NAACP	Detroit	<a href="http://detroitnaacp.org/">http://detroitnaacp.org/</a>
MI	True North Community Services	Northern Michigan - Several Counties	<a href="http://www.truenorthservices.org">www.truenorthservices.org</a>
MI	Michigan Department of Education	Statewide	<a href="http://www.michigan.gov/mde/">http://www.michigan.gov/mde/</a>
MI	Mack Alive	Detroit	<a href="http://mackalive.org/">http://mackalive.org/</a>
MI	Cass Community Social Services	Detroit	<a href="http://casscommunity.org/">http://casscommunity.org/</a>
MI	Downriver Community Conference	Detroit	<a href="http://www.dccwf.org">www.dccwf.org</a>
MO	St. Louis Society for the Blind & Visually Impaired	St Louis	<a href="http://www.slsbvi.org/">http://www.slsbvi.org/</a>
MO	Community Partnership	Springfield	<a href="http://www.commpartnership.org/">http://www.commpartnership.org/</a>
MO	Urban League of Metropolitan St Louis	St Louis	<a href="http://www.ulstl.com/">http://www.ulstl.com/</a>
MO	Association of the US Army - St. Louis Chapter	St Louis	<a href="https://www.ausa.org/chapters/st-louis-gateway-chapter">https://www.ausa.org/chapters/st-louis-gateway-chapter</a>
MO	United Way of Central Missouri	Mid-Missouri	<a href="http://www.unitedwaycemo.org">www.unitedwaycemo.org</a>
MO	Paraquad	St Louis	<a href="http://www.paraquad.org/">http://www.paraquad.org/</a>
MO	Missouri Community Action Network	Statewide	<a href="http://www.communityaction.org/">http://www.communityaction.org/</a>
MO	Missouri Workforce Development Board	Statewide	<a href="https://jobs.mo.gov/community/mo-workforce-development-board">https://jobs.mo.gov/community/mo-workforce-development-board</a>
MO	Northland Neighborhoods, Inc. (NNI)	Kansas City	<a href="http://www.nni.org/">http://www.nni.org/</a>
MO	United Way of Greater St. Joseph	Northwest Missouri	<a href="http://www.stjosephunitedway.org">http://www.stjosephunitedway.org</a>
MO	United Way of the Ozarks	Springfield	<a href="http://www.uwozarks.com/">http://www.uwozarks.com/</a>
MO	Southwest Missouri Office on Aging	Springfield	<a href="http://swmoa.com/">http://swmoa.com/</a>
MO	North Springfield Betterment Association	Springfield	<a href="http://nsbanet.com/">http://nsbanet.com/</a>
MO	Kansas City Coalition for Digital Inclusion	Kansas City	<a href="http://www.digitalinclusionkc.org/">http://www.digitalinclusionkc.org/</a>
MO	Urban League of Greater Kansas City	Kansas City	<a href="http://nul.iamempowered.com/affiliate/urban-league-greater-kansas-city">http://nul.iamempowered.com/affiliate/urban-league-greater-kansas-city</a>
MO	Legal Services of Eastern Missouri	St Louis	<a href="http://www.lsem.org/">http://www.lsem.org/</a>
MO	Missouri Department of Mental Health	Statewide	<a href="http://dmh.mo.gov/">http://dmh.mo.gov/</a>
MO	reStart, Inc.	Kansas City	<a href="http://www.restartinc.org">http://www.restartinc.org</a>
MO	Hispanic Leaders Group of Greater St Louis	St Louis	<a href="http://stlhlg.org/">http://stlhlg.org/</a>
MO	International Institute of St. Louis	St Louis	<a href="http://www.iistl.org/">http://www.iistl.org/</a>
TN	T.A.R.P. Center for Independent Living	Northwest Tennessee	<a href="http://tarp1.org">http://tarp1.org</a>

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State/Nation	Organization	City/Community Served	Organization Website
MO	Rehabilitation Services for the Blind	Statewide	<a href="http://dss.mo.gov/fsd/rsb/">http://dss.mo.gov/fsd/rsb/</a>
MO	Prosperity Center for Financial Opportunity	Kansas City	<a href="http://www.ProspertyCenterKC.org">www.ProspertyCenterKC.org</a>
MO	Metropolitan St. Louis Equal Housing and Opportunity Council	St Louis	<a href="http://ehocstl.org/">http://ehocstl.org/</a>
MO	Missouri Career Center Ozark Region	Springfield	<a href="http://careercenteroffices.com/office/Missouri-Career-Center-Ozark-Region.html">http://careercenteroffices.com/office/Missouri-Career-Center-Ozark-Region.html</a>
MO	The Whole Person	Kansas City	<a href="http://www.thewholeperson.org/">http://www.thewholeperson.org/</a>
MO	YMCA of Greater Kansas City	Kansas City	<a href="http://www.kansascityymca.org/">http://www.kansascityymca.org/</a>
MO	LULAC National Educational Service Centers - Kansas City	Kansas City	<a href="http://lnesc-kc.org/">http://lnesc-kc.org/</a>
MO	City of Kansas City, MO	Kansas City	<a href="http://kcmo.gov/">http://kcmo.gov/</a>
MO	Hispanic Chamber of Commerce of Metropolitan St. Louis	St Louis	<a href="http://www.hccstl.com/">http://www.hccstl.com/</a>
MO	Southside Early Childhood Center (SSDN)	St Louis	<a href="https://www.southside-ec.org/">https://www.southside-ec.org/</a>
MO	Today and Tomorrow Educational Foundation	St Louis	<a href="http://archstl.org/ttef">http://archstl.org/ttef</a>
MO	Salvation Army - Midland Division	St Louis (Missouri and Southern Illinois)	<a href="http://stlsalvationarmy.org/">http://stlsalvationarmy.org/</a>
MO	Catholic Charities Kansas City-St. Joseph	Kansas City St. Joseph	<a href="http://catholiccharities-kcsj.org">http://catholiccharities-kcsj.org</a>
MO	Central Missouri Community Action	Mid-Missouri	<a href="http://showmeaction.org/">http://showmeaction.org/</a>
MO	The Housing Authority of Kansas City, MO	Kansas City	<a href="http://www.hakc.org/">http://www.hakc.org/</a>
MS	Mississippi Public Service Commission	Statewide	<a href="http://psc.state.ms.us/">http://psc.state.ms.us/</a>
MS	Mississippi State University Extension	Statewide	<a href="http://extension.msstate.edu/">http://extension.msstate.edu/</a>
MS	El Centro - United Way of Northeast Mississippi	Tupelo	<a href="https://www.unitedwaynems.org/publications/el-centro-inc/">https://www.unitedwaynems.org/publications/el-centro-inc/</a>
MS	Multi-County Community Service Agency	Meridian/East MS	<a href="http://www.yourmccsa.com/">http://www.yourmccsa.com/</a>
NC	Hispanic League	Piedmont Triad (Winston-Salem)	<a href="http://www.hispanicleague.org">http://www.hispanicleague.org</a>
NC	Charlotte International House	Charlotte Metro	<a href="http://www.ihclt.org/">http://www.ihclt.org/</a>
NC	Guilford Education Alliance	Charlotte Metro	<a href="http://guilfordeducationalliance.org">http://guilfordeducationalliance.org</a>
NC	Communities In Schools North Carolina	Statewide	<a href="http://www.cisnc.org/">http://www.cisnc.org/</a>
NC	Optimist Club of Goldsboro	Eastern NC	<a href="http://www.goldsborooptimist.org/">http://www.goldsborooptimist.org/</a>
NC	Urban League of Central Carolinas	Charlotte Metro	<a href="https://www.urbanleaguecc.org/">https://www.urbanleaguecc.org/</a>
NC	Second Harvest Food Bank of Northwest NC	Piedmont Triad (Greensboro / Winston-Salem / High Point)	<a href="http://www.hungernwnc.org">http://www.hungernwnc.org</a>
NC	Greensboro Farmers Curb Market	Piedmont Triad (Greensboro)	<a href="http://gsfarmersmarket.org/">http://gsfarmersmarket.org/</a>
NC	Brunswick County Literacy Council	Brunswick County	<a href="http://bcliteracy.org/">http://bcliteracy.org/</a>
NC	Cape Fear Literacy Council	New Hanover County	<a href="http://cfliteracy.org/">http://cfliteracy.org/</a>
NC	YWCA - Gateway	Piedmont Triad (Greensboro)	<a href="http://www.ywcaws.org">www.ywcaws.org</a>
NC	Imprints Cares	Piedmont Triad (Winston-Salem)	<a href="http://imprintscares.org/">http://imprintscares.org/</a>
NC	Central Citizens Advisory Council	Research Triangle Region (Raleigh / Durham / Chapel Hill)	<a href="http://www.raleighnc.gov/home/content/CommServices/Articles/CAC/CentralCAC.html">http://www.raleighnc.gov/home/content/CommServices/Articles/CAC/CentralCAC.html</a>



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State/Nation	Organization	City/Community Served	Organization Website
NC	Raleigh Housing Authority	Research Triangle Region (Raleigh / Durham / Chapel Hill)	<a href="http://www.rhaonline.com/">http://www.rhaonline.com/</a>
NC	US Small Business Administration - North Carolina District Office	Piedmont Triad (Winston-Salem)	<a href="https://www.sba.gov/offices/district/nc/charlotte">https://www.sba.gov/offices/district/nc/charlotte</a>
NC	Small Business Technology Development Center	Piedmont Triad (Winston-Salem)	<a href="http://www.sbtcdc.org">www.sbtcdc.org</a>
NC	City of Winston-Salem	Piedmont Triad (Winston-Salem)	<a href="http://www.cityofws.org/">http://www.cityofws.org/</a>
NC	Wake Forest Baptist Health	Piedmont Triad (Winston-Salem)	<a href="http://www.wakehealth.edu/">http://www.wakehealth.edu/</a>
NC	City of Burlington, NC	Piedmont Triad (Winston-Salem)	<a href="http://www.burlingtonnc.gov">www.burlingtonnc.gov</a>
NC	Communities in Schools Wake County	Triangle	<a href="http://ciswake.org/">http://ciswake.org/</a>
NC	Latin American Coalition	Charlotte Metro	<a href="http://www.latinamericancoalition.org/">http://www.latinamericancoalition.org/</a>
NC	North Carolina Community College System	Statewide	<a href="http://www.nccommunitycolleges.edu/">http://www.nccommunitycolleges.edu/</a>
NC	North Carolina Center for Nonprofits	Statewide	<a href="http://www.ncnonprofits.org/">http://www.ncnonprofits.org/</a>
NC	North Carolina Department of Health & Human Services	Statewide	<a href="http://www.ncdhhs.gov/">http://www.ncdhhs.gov/</a>
NC	American Association of SNAP Directors - NC Chapter	Statewide	<a href="http://www.aphsa.org/content/AASD/en/home.html">http://www.aphsa.org/content/AASD/en/home.html</a>
NC	Crisis Assistance Ministry	Charlotte Metro	<a href="http://www.crisisassistance.org/">http://www.crisisassistance.org/</a>
NC	Digital Charlotte	Charlotte Metro	<a href="http://digitalcharlotte.org/about-us/">http://digitalcharlotte.org/about-us/</a>
NC	NAACP Charlotte-Mecklenburg County Branch	Charlotte Metro	<a href="http://www.charlottenaacp.com">www.charlottenaacp.com</a>
NC	Wayne County Department of Social Services	Wayne County	<a href="http://www.waynegov.com/418/Social-Services">http://www.waynegov.com/418/Social-Services</a>
NC	Pender County Social Services	Pender County	<a href="http://www.pendercountync.gov/government/departments/socialservices/">http://www.pendercountync.gov/government/departments/socialservices/</a>
NC	New Hanover County Department of Social Services	New Hanover County	<a href="http://socialservices.nhcgov.com/">http://socialservices.nhcgov.com/</a>
NC	Winston-Salem Urban League	Piedmont Triad (Winston-Salem and RTP)	<a href="http://www.wsurban.org">http://www.wsurban.org</a>
NC	WinstonNet	Piedmont Triad (Greensboro)	<a href="http://www.winstonnet.org/">http://www.winstonnet.org/</a>
NC	Forsyth County Department of Social Services	Piedmont Triad (Winston-Salem)	<a href="http://www.co.forsyth.nc.us/dss">www.co.forsyth.nc.us/dss</a>
NC	Guilford County Department of Social Services	Piedmont Triad (Winston-Salem)	<a href="http://www.myguilford.com/humanservices/socialservices/">www.myguilford.com/humanservices/socialservices/</a>
NC	American Cancer Society-South Atlantic Division	Piedmont Triad (Winston-Salem)	<a href="http://www.cancer.org/">http://www.cancer.org/</a>
NC	Reidsville Area Foundation	Piedmont Triad (Winston-Salem)	<a href="http://www.rafoundation.org/">www.rafoundation.org/</a>
NC	The Winston-Salem Foundation	Piedmont Triad (Winston-Salem)	<a href="http://www.wsfoundation.org">www.wsfoundation.org</a>
NC	North Carolina NAACP	Statewide	<a href="http://www.naacpnc.org/">http://www.naacpnc.org/</a>
NC	North Carolina Community Action Association	Statewide	<a href="http://www.nccaa.net/">http://www.nccaa.net/</a>
NC	Rockingham County Partnership for Children	Piedmont Triad (Winston-Salem)	<a href="http://www.rockinghamkids.org/">http://www.rockinghamkids.org/</a>

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State/Nation	Organization	City/Community Served	Organization Website
NC	El Centro Hispano	Research Triangle Region (Raleigh / Durham / Chapel Hill)	<a href="http://www.elcentronc.org/">http://www.elcentronc.org/</a>
NC	MeckEd	Charlotte Metro	<a href="http://www.mecked.org/">http://www.mecked.org/</a>
NC	WakeEd Partnership	Research Triangle Region (Raleigh / Durham / Chapel Hill)	<a href="http://www.wakeed.org/">http://www.wakeed.org/</a>
NC	Charlotte Housing Authority	Charlotte Metro	<a href="http://cha-nc.org/">http://cha-nc.org/</a>
NC	Salvation Army Carolinas (Mecklenburg and Union Counties)	Charlotte Metro	<a href="https://www.salvationarmycarolinas.org/charlotte/">https://www.salvationarmycarolinas.org/charlotte/</a>
NC	Goodwill Industries of the Southern Piedmont	Charlotte Metro	<a href="http://www.goodwillsp.org/">http://www.goodwillsp.org/</a>
NC	Second Harvest Food Bank of Metrolina	Charlotte Metro	<a href="http://www.feedingamerica.org/find-your-local-foodbank/second-harvest-food-bank-of-metrolina.html">http://www.feedingamerica.org/find-your-local-foodbank/second-harvest-food-bank-of-metrolina.html</a>
NC	Durham Housing Authority	Durham County	<a href="http://www.durhamhousingauthority.org/">www.durhamhousingauthority.org/</a>
NC	Blue Ribbon Commission	New Hanover County	<a href="http://www.brczone.org">www.brczone.org</a>
NV	Big Brothers Big Sisters of Northern Nevada	Northern NV	<a href="http://www.bbbsnn.org/site/c.ailNI5NMKeKYF/b.7529395/k.F024/Home_Page.htm">http://www.bbbsnn.org/site/c.ailNI5NMKeKYF/b.7529395/k.F024/Home_Page.htm</a>
NV	Step 2	Northern NV	<a href="http://step2reno.org/">http://step2reno.org/</a>
NV	Food Bank of Northern Nevada	Northern NV	<a href="https://fbnn.org/">https://fbnn.org/</a>
NV	The Children's Cabinet	Northern NV	<a href="http://www.childrenscabinet.org/">http://www.childrenscabinet.org/</a>
OH	Catholic Charities-Steubenville	South East Ohio	<a href="http://www.diosteub.org/Family/Catholic-Charities">http://www.diosteub.org/Family/Catholic-Charities</a>
OH	Community Action Commission of Belmont County	Belmont County	<a href="http://www.cacbelmont.org/">http://www.cacbelmont.org/</a>
OH	Dayton Hispanic Chamber of Commerce	Dayton	<a href="http://www.daytonhispanicchamber.com/">http://www.daytonhispanicchamber.com/</a>
OH	Eastside Community Ministry	Zanesville	<a href="http://eastsideministry.org/site/">http://eastsideministry.org/site/</a>
OH	Family Service of Middletown	Middletown	<a href="http://www.fsmiddletown.org/">http://www.fsmiddletown.org/</a>
OH	Ohio Association of Community Action Agencies	Statewide	<a href="http://www.oacaa.org/">http://www.oacaa.org/</a>
OH	Appalachian Ohio P-20 Council	South East Ohio	<a href="http://aop20.org">http://aop20.org</a>
OH	United Way of Muskingum, Perry & Morgan Counties	Muskingum Perry Morgan Counties	<a href="http://www.unitedwayofmpm.org/">http://www.unitedwayofmpm.org/</a>
OH	Urban Mission	Steubenville	<a href="http://www.urbanmission.org/">http://www.urbanmission.org/</a>
OH	Godman Guild	Columbus	<a href="http://www.godmanguild.org/">http://www.godmanguild.org/</a>
OH	Samaritan Outreach Services	Highland County	<a href="http://samaritanoutreachservices.com/">http://samaritanoutreachservices.com/</a>
OH	Westerville Area Resource Ministry	Westerville	<a href="http://www.warmwesterville.org/">http://www.warmwesterville.org/</a>
OH	Area Agency on Aging for West Central Ohio	Greater Dayton	<a href="http://info4seniors.org/">http://info4seniors.org/</a>
OH	Ashbury Senior Computer Community Center	Cleveland	<a href="http://www.asc3.org/">http://www.asc3.org/</a>
OH	Boys & Girls Clubs of Dayton	Dayton	<a href="http://bgcdayton.org/">http://bgcdayton.org/</a>
OH	Columbus Urban League	Columbus	<a href="http://www.cul.org/">http://www.cul.org/</a>
OH	Connect Your Community 2.0	Cleveland	<a href="http://connectyourcommunity.org/">http://connectyourcommunity.org/</a>
OH	United Way of the Greater Dayton Area	Dayton	<a href="http://www.liveuniteddayton.org">www.liveuniteddayton.org</a>
OH	Highland County Seniors	Highland County	<a href="https://www.facebook.com/Highland-County-Senior-Citizens-Center-192521494215920/">https://www.facebook.com/Highland-County-Senior-Citizens-Center-192521494215920/</a>

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State/Nation	Organization	City/Community Served	Organization Website
OH	Legal Aid of Western Ohio, Inc. & Advocates for Basic Legal Equity, Inc.	Greater Dayton	<a href="http://www.ablelaw.org">www.ablelaw.org</a>
OH	St. Vincent de Paul District Council of Dayton	Dayton	<a href="http://stvincentdayton.org/">http://stvincentdayton.org/</a>
OH	Community Action Partnership of the Greater Dayton Area	5 Counties SW Ohio	<a href="http://www.cap-dayton.org">www.cap-dayton.org</a>
OH	YWCA Dayton	Dayton, Montgomery County, & Preble County	<a href="http://www.ywcadayton.org">www.ywcadayton.org</a>
OH	Latino Connection	Dayton	<a href="http://www.ochla.ohio.gov/HispanicServingOrganizations/Southwest/LatinoConnection(Dayton).aspx">http://www.ochla.ohio.gov/HispanicServingOrganizations/Southwest/LatinoConnection(Dayton).aspx</a>
OH	Dayton Metro Library	Dayton Area	<a href="http://www.Daytonmetrolibrary.org">www.Daytonmetrolibrary.org</a>
OH	Goodwill Easter Seals Miami Valley	Greater Dayton	<a href="http://gesmv.org/">http://gesmv.org/</a>
OH	Area Agency on Aging - Region 9	Cambridge	<a href="http://www.aaa9.org/">http://www.aaa9.org/</a>
OH	Zanesville Civic League	Zanesville	<a href="http://zclcc.org/">http://zclcc.org/</a>
OH	Hocking Athens Perry Community Action	Hocking/Athens Perry County	<a href="http://www.hapcap.org/">http://www.hapcap.org/</a>
OH	Strongsville Emergency Food Bank	Strongsville	<a href="http://www.strongsvillefoodbank.org/">http://www.strongsvillefoodbank.org/</a>
OH	Warren County Community Services, Inc.	Warren County	<a href="http://www.wccsi.org/sitepages/HOME.html">http://www.wccsi.org/sitepages/HOME.html</a>
OH	Archdiocese of Cincinnati Catholic Social Services of the Miami Valley	Cincinnati	<a href="http://www.catholiccincinnati.org/ministries-offices/catholic-charities-of-southwestern-ohio/">http://www.catholiccincinnati.org/ministries-offices/catholic-charities-of-southwestern-ohio/</a>
OH	Akron Urban League	Akron	<a href="http://www.akronurbanleague.org/">http://www.akronurbanleague.org/</a>
OH	AMVETS Post 44	Mahoning County	*
OH	Ohio Association of Area Agencies on Aging (o4a)	Statewide	<a href="http://www.ohioaging.org/">http://www.ohioaging.org/</a>
OH	City of Willoughby Hills WHISPER Program	Willoughby Hills	<a href="http://willoughbyhills-oh.gov/departments/services/whisper/index.php">http://willoughbyhills-oh.gov/departments/services/whisper/index.php</a>
OH	Greater Stark County Urban League	Stark County	<a href="http://www.starkcountyul.org/">http://www.starkcountyul.org/</a>
OH	NAACP - Lake County Branch	Lake County	<a href="http://www.lakecountynaacpohio.org/">http://www.lakecountynaacpohio.org/</a>
OH	University Settlement Inc.	Cleveland	<a href="http://www.universitysettlement.net/">http://www.universitysettlement.net/</a>
OH	YMCA and JCC of Greater Toledo	Toledo	<a href="http://www.ymcatoledo.org">http://www.ymcatoledo.org</a>
OH	Cuyahoga Metropolitan Housing Authority	Cleveland	<a href="http://www.cmha.net">http://www.cmha.net</a>
OH	West Park Community Coalition	Cleveland	*
OH	Fairfax Renaissance Development Corporation	Cleveland	<a href="http://www.fairfaxrenaissance.org">http://www.fairfaxrenaissance.org</a>
OH	Detroit Shoreway Community Development Organization	Cleveland	<a href="http://www.detroitshoreway.org">http://www.detroitshoreway.org</a>
OH	Cuyahoga County Public Library	Cleveland	<a href="http://www.cuyahogalibrary.org">http://www.cuyahogalibrary.org</a>
OH	Cuyahoga Community College	Cleveland	<a href="http://www.tri-c.edu">http://www.tri-c.edu</a>
OH	Council for Economic Opportunities in Greater Cleveland	Cleveland	<a href="http://www.ceogc.org">http://www.ceogc.org</a>
OH	Cleveland Metropolitan School District	Cleveland	<a href="http://www.clevelandmetroschools.org/">http://www.clevelandmetroschools.org/</a>

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State/Nation	Organization	City/Community Served	Organization Website
OH	Case Western Reserve University School of Medicine Urban Health Initiative	Cleveland	<a href="http://www.case.edu/medicine/urbanhealth">http://www.case.edu/medicine/urbanhealth</a>
OH	OpenNEO	Cleveland	<a href="http://www.openneo.org">http://www.openneo.org</a>
OH	MetroHealth	Cleveland	<a href="http://www.metrohealth.org">http://www.metrohealth.org</a>
OH	Center for Health are Research and Policy	Cleveland	<a href="http://www.chrp.org">http://www.chrp.org</a>
OH	Cuyahoga County Women Infants and Children Program	Cleveland	<a href="http://www.metrohealth.org/public-health-programs/cuyahoga-county-women-infants-and-children-wic-program">http://www.metrohealth.org/public-health-programs/cuyahoga-county-women-infants-and-children-wic-program</a>
OH	Thea Bowman Center	Cleveland	<a href="http://www.theabowmancenter.org">http://www.theabowmancenter.org</a>
OH	Finch Group Arbor Park Village	Cleveland	<a href="http://www.arborparkvillage.com">http://www.arborparkvillage.com</a>
OH	Mastering Generosity Unlimited	Cleveland	<a href="http://www.facebook.com/Mastering-Generosity-unlimited-172922876234708/">http://www.facebook.com/Mastering-Generosity-unlimited-172922876234708/</a>
OH	Highland County Community Action Partnership	Highland County	<a href="http://hccao.org/">http://hccao.org/</a>
OK	South Oklahoma City Chamber of Commerce	South Oklahoma City Area	<a href="http://southokc.com/">http://southokc.com/</a>
OK	United Way of Norman	Norman and Surrounding Communities	<a href="http://www.unitedwaynorman.org/">http://www.unitedwaynorman.org/</a>
OK	Ada Regional United Way and Car Seat Program	Ada and Surrounding Communities	<a href="https://www.adaunitedway.org/">https://www.adaunitedway.org/</a>
OK	Pauls Valley United Fund	Pauls Valley and Surrounding Communities	<a href="https://www.facebook.com/pages/Pauls-Valley-United-Fund/1383240678606350">https://www.facebook.com/pages/Pauls-Valley-United-Fund/1383240678606350</a>
OK	Ada Area Youth Shelter	Ada and Surrounding Communities	*
OK	Ada Homeless Services	Ada and Surrounding Communities	<a href="https://www.facebook.com/AdaHomelessServices/">https://www.facebook.com/AdaHomelessServices/</a>
OK	Ada Senior Care Center	Ada and Surrounding Communities	<a href="https://www.facebook.com/adaseniorcarecenter/">https://www.facebook.com/adaseniorcarecenter/</a>
OK	Boy Scouts of America Arbuckle Area Council	Ada and Surrounding Communities	<a href="http://www.arbucklebsa.org/">http://www.arbucklebsa.org/</a>
OK	Consumer Credit Counseling	Ada and Surrounding Communities	*
OK	Dolly Parton Imagination Library	Ada and Surrounding Communities	<a href="http://usa.imaginationlibrary.com/affiliates_result.php?aff=OKCHICKASAW">http://usa.imaginationlibrary.com/affiliates_result.php?aff=OKCHICKASAW</a>
OK	Family Crisis Center	Ada and Surrounding Communities	<a href="https://www.facebook.com/familycrisiscenterada/">https://www.facebook.com/familycrisiscenterada/</a>
OK	Girl Scouts of Eastern Oklahoma	Ada and Surrounding Communities	<a href="http://www.gseok.org/">http://www.gseok.org/</a>
OK	Legal Aid Services of Oklahoma	Ada and Surrounding Communities	<a href="http://www.legalaidok.org/">http://www.legalaidok.org/</a>
OK	Pontotoc Animal Welfare Society (PAWS)	Ada and Surrounding Communities	<a href="http://awos.petfinder.com/shelters/pawsnada.html">http://awos.petfinder.com/shelters/pawsnada.html</a>
OK	Latino Community Development Agency	Oklahoma City	<a href="http://lcdaok.com/">http://lcdaok.com/</a>
OK	El Nacional Media Group	Oklahoma City	*
OK	Plaza Mayor	Oklahoma City	<a href="http://www.plazamayorok.com">www.plazamayorok.com</a>
OK	Pauls Valley Chamber of Commerce	Pauls Valley and Surrounding Communities	<a href="http://www.paulsvalleychamber.com">www.paulsvalleychamber.com</a>
OK	The Samaritans of Paul Valley	Pauls Valley and Surrounding Communities	<a href="https://www.facebook.com/The-Samaritans-of-Pauls-Valley-294349904078256/">https://www.facebook.com/The-Samaritans-of-Pauls-Valley-294349904078256/</a>
OK	Muskogee Housing Authority	Muskogee	<a href="http://www.muskogeehousing.org/">http://www.muskogeehousing.org/</a>

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OK	Muskogee Public Schools - Education Foundation of Muskogee, Inc.	Muskogee	<a href="http://www.mpsi20.org/80551_2">http://www.mpsi20.org/80551_2</a>
SC	Columbia Urban League (Midlands Region)	Columbia/Midlands Region	<a href="http://www.columbiaurbanleague.org/">http://www.columbiaurbanleague.org/</a>
SC	Columbia Housing Authority	Columbia/Midlands Region	<a href="http://www.chasc.org">www.chasc.org</a>
SC	Charleston Trident Urban League	Tri-county region	<a href="http://www.ctul.org/">http://www.ctul.org/</a>
SC	Palmetto Warrior Connection	Charleston Region	<a href="http://palmettowarriorconnection.org/">http://palmettowarriorconnection.org/</a>
SC	Urban League of the Upstate	Greenville/Spartanburg (Upstate Region)	<a href="http://urbanleagueupstate.org/">http://urbanleagueupstate.org/</a>
SC	South Carolina Hispanic Chamber of Commerce	South Carolina	<a href="http://schcc.org/">http://schcc.org/</a>
SC	Trident United Way	Charleston Region	<a href="http://www.tuw.org/">http://www.tuw.org/</a>
SC	United Way of Aiken County	Aiken	<a href="http://www.uwaiken.org/">http://www.uwaiken.org/</a>
TN	Tennessee NAACP	Statewide	<a href="http://www.tnnaacp.org">www.tnnaacp.org</a>
TN	Oasis Center - More to Youth	Jackson	<a href="http://www.oasiscenter.org/moretoyouth">www.oasiscenter.org/moretoyouth</a>
TN	Nashville Area Hispanic Chamber of Commerce	Nashville	<a href="http://www.nashvillehispanicchamber.com">www.nashvillehispanicchamber.com</a>
TN	Conexión Américas	Nashville	<a href="http://www.conexionamericas.org/">http://www.conexionamericas.org/</a>
TN	Second Harvest Food Bank of Middle Tennessee	Nashville	<a href="http://www.secondharvestmidtn.org">www.secondharvestmidtn.org</a>
TN	Memphis Dream Center and Wellness Center	Shelby County	<a href="http://www.memphisdreamcenter.com">www.memphisdreamcenter.com</a>
TN	Office on Aging Knoxville-Knox County Community Action Committee	Knox County	<a href="http://www.knoxseniors.org">www.knoxseniors.org</a>
TN	Orange Mound Senior Center	Shelby County	<a href="http://www.memphistn.gov/Government/ParksNeighborhoods/SeniorCenters/OrangeMoundSeniorCenter.aspx">http://www.memphistn.gov/Government/ParksNeighborhoods/SeniorCenters/OrangeMoundSeniorCenter.aspx</a>
TN	COPPER - Coalition for the Organizational Protection of People and Equal Rights	Shelby County	<a href="http://www.coppercoalition.org">www.coppercoalition.org</a>
TN	Big Brothers Big Sisters of East Tennessee	Knox County	<a href="http://www.tennesseebig.org">www.tennesseebig.org</a>
TN	RISE - Responsibility Initiative Solutions Empowerment	Shelby County	<a href="http://www.risememphis.org">www.risememphis.org</a>
TN	Memphis Urban League	Shelby County	<a href="http://ul-memphis.iamempowered.com/">http://ul-memphis.iamempowered.com/</a>
TN	Lifeline to Success	Shelby County	<a href="http://www.lifeline2success.org/">www.lifeline2success.org/</a>
TN	Knoxville Leadership Foundation	Knox County	<a href="http://www.klf.org">www.klf.org</a>
TN	Jackson Madison County African American Chamber of Commerce	Jackson, Madison County	<a href="http://www.jmcaacc.org">www.jmcaacc.org</a>
TN	Frayser Neighborhood Council	Shelby County	<a href="https://www.facebook.com/FrayserNeighborhoodCouncil/posts/385020731640435">https://www.facebook.com/FrayserNeighborhoodCouncil/posts/385020731640435</a>
TN	Junior Achievement of Memphis and the Mid-South, Inc.	Shelby County	<a href="http://www.jamemphis.org">www.jamemphis.org</a>
TN	The Lemoyne Owen College	Shelby County	<a href="http://www.loc.edu/">http://www.loc.edu/</a>
TN	Latino Memphis	Shelby County	<a href="http://www.latinomemphis.org">www.latinomemphis.org</a>
TN	NAACP - Memphis Chapter	Shelby County	<a href="http://www.naacpmemphis.org/">www.naacpmemphis.org/</a>

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State/Nation	Organization	City/Community Served	Organization Website
TN	VITA (Volunteer Income Tax Assistance) - United Way Metro Nashville	Nashville	<a href="https://www.unitedwaynashville.org/programs/vita">https://www.unitedwaynashville.org/programs/vita</a>
TN	Fifty Forward	Nashville	<a href="http://www.fiftyforward.org">www.fiftyforward.org</a>
TN	Urban League of Middle Tennessee	Davidson County	<a href="http://ul-mdtn.iamempowered.com/">http://ul-mdtn.iamempowered.com/</a>
TN	Senior Citizens Home Assistance Service, Inc.	Knox County	<a href="http://www.schas.org">www.schas.org</a>
TX	Boys & Girls Club of El Paso	El Paso	<a href="http://www.bgcelpaso.org/">http://www.bgcelpaso.org/</a>
TN	Community Lift	Shelby County	<a href="http://www.communitylift.org/">http://www.communitylift.org/</a>
TN	Project GRAD Knoxville	Knox County	<a href="http://www.ProjectGradKnoxville.org">www.ProjectGradKnoxville.org</a>
TN	Tech Goes Home Chattanooga	Chattanooga	<a href="http://www.techgoeshomecha.org">www.techgoeshomecha.org</a>
TN	Boys & Girls Clubs of Greater Memphis	Shelby County	<a href="http://www.bgcm.org">www.bgcm.org</a>
TN	Porter-Leath	Shelby County	<a href="http://www.porterleath.org">www.porterleath.org</a>
TN	Knowledge Quest	Shelby County	<a href="http://www.knowledgequest.org">www.knowledgequest.org</a>
TN	Community Foundation of Middle Tennessee	Nashville	<a href="http://www.cfmt.org">www.cfmt.org</a>
TN	Knoxville Area Urban League	Knox County	<a href="http://www.thekaul.org">www.thekaul.org</a>
TN	Emerald Youth Foundation	Knox County	<a href="http://www.emeraldyouth.org/">http://www.emeraldyouth.org/</a>
TN	Compassion Coalition	Knox County	<a href="http://www.compassioncoalition.org">www.compassioncoalition.org</a>
TN	East Tennessee Quality Growth	East Tennessee	<a href="http://www.etqualitygrowth.org/">www.etqualitygrowth.org/</a>
TN	United Way of Greater Knoxville	Knox County	<a href="http://www.uwgk.org">www.uwgk.org</a>
TN	United Way of Loudon County	Loudon County	<a href="http://www.unitedwayloudoncounty.org">www.unitedwayloudoncounty.org</a>
TN	Big Brothers Big Sisters of the Mid-South, Inc.	Memphis	<a href="http://www.msmentor.org/site/c.7gLOK6MGLfIWf/b.6571703/k.EE97/Home_Page.htm">http://www.msmentor.org/site/c.7gLOK6MGLfIWf/b.6571703/k.EE97/Home_Page.htm</a>
TN	Urban League of Greater Chattanooga	Chattanooga	<a href="http://www.ulchatt.net">www.ulchatt.net</a>
TN	Middle Baptist Church-Whitehaven	Memphis	<a href="http://www.middlebaptistchurch.com">www.middlebaptistchurch.com</a>
TN	Natlional Council of Negro Women-Shelby County Section	Memphis	*
TX	United Way of El Paso County	El Paso	<a href="http://www.unitedwayelpaso.org/">http://www.unitedwayelpaso.org/</a>
TX	Assistance Center of Collin County	Plano	<a href="http://www.assistancecenter.org">http://www.assistancecenter.org</a>
TX	Dress for Success Dallas	Dallas	<a href="https://dallas.dressforsuccess.org">https://dallas.dressforsuccess.org</a>
TX	Collin County Veteran Services	Plano	<a href="http://www.collincountytx.gov/veterans">http://www.collincountytx.gov/veterans</a>
TX	Plano Independent School District Title I Parent Involvement	Plano	<a href="http://www.pisd.edu/parents/title1">http://www.pisd.edu/parents/title1</a>
TX	Boys & Girls Club of Collin County	Plano	<a href="http://www.bgccc.org">http://www.bgccc.org</a>
TX	United Way for Greater Austin	Austin	<a href="http://www.unitedwayaustin.org">http://www.unitedwayaustin.org</a>
TX	Austin Interfaith	Austin	<a href="http://www.austininterfaith.org">http://www.austininterfaith.org</a>
TX	Goodwill of Central Texas	Austin	<a href="https://www.goodwillcentraltexas.org">https://www.goodwillcentraltexas.org</a>
TX	Meals on Wheels Central Texas	Austin	<a href="http://www.mealsonwheelsandmore.org/">http://www.mealsonwheelsandmore.org/</a>
TX	Coalition of Texans With Disabilities	Austin/Statewide	<a href="http://www.txdisabilities.org/">http://www.txdisabilities.org/</a>
TX	Boys and Girls Clubs of the Austin Area	Austin	<a href="http://www.bgcaustin.org">http://www.bgcaustin.org</a>
TX	Communities in Schools of Central Texas	Austin	<a href="http://www.ciscentraltexas.org">http://www.ciscentraltexas.org</a>
TX	Austin Free-Net	Austin	<a href="http://austinfreenet/">http://austinfreenet/</a>
TX	Office of State Rep. Eddie Rodriguez	Austin	<a href="http://www.house.state.tx.us/members/member-page/?district=51">http://www.house.state.tx.us/members/member-page/?district=51</a>

Exhibit 8

State/Nation	Organization	City/Community Served	Organization Website
TX	Austin Habitat for Humanity	Austin	<a href="https://www.austinhabitat.org/">https://www.austinhabitat.org/</a>
TX	Greater Austin Hispanic Chamber of Commerce	Austin	<a href="http://www.gahcc.org">http://www.gahcc.org</a>
TX	Communities in Schools - Laredo	Laredo	<a href="http://www.cislaredo.org/">http://www.cislaredo.org/</a>
TX	SER-Jobs for Progress	Houston	<a href="http://www.SERhouston.org">www.SERhouston.org</a>
TX	Houston City Council Member Robert Gallegos, Chair of Regulation & Neighborhood Affairs Committee	Houston	<a href="http://www.houstontx.gov/council/committees/rna.html">http://www.houstontx.gov/council/committees/rna.html</a>
TX	City of Plano	Plano	<a href="https://www.plano.gov/">https://www.plano.gov/</a>
TX	City of Grand Prairie	Grand Prairie	<a href="http://www.gptx.org/home">http://www.gptx.org/home</a>
TX	Breakthrough Austin	Austin	<a href="http://www.breakthroughaustin.org">http://www.breakthroughaustin.org</a>
TX	Hispanic Women's Network of Texas	Austin/Statewide	<a href="http://www.hwnt.org">http://www.hwnt.org</a>
TX	Pharr Economic Development Corporation	RGV	<a href="http://pharredc.com/">http://pharredc.com/</a>
TX	Grand Prairie Family YMCA	Grand Prairie	<a href="https://www.ymcadallas.org/locations/grand_prairie">https://www.ymcadallas.org/locations/grand_prairie</a>
TX	Big Brothers Big Sisters of El Paso	El Paso	<a href="http://bbbsep.org/">http://bbbsep.org/</a>
TX	St Ignatius Church	El Paso	*
TX	Communities in Schools - El Paso	El Paso	<a href="http://www.ciselpaso.net/">http://www.ciselpaso.net/</a>
TX	Women's Business Center	RGV	<a href="http://wbcrgv.org/">http://wbcrgv.org/</a>
TX	San Antonio Hispanic Chamber of Commerce	San Antonio	<a href="http://www.sahcc.org">http://www.sahcc.org</a>
TX	Capital Area Food Bank of Texas	Austin	*
TX	United Way of South Texas	RGV	<a href="http://unitedwayofsotx.org/">http://unitedwayofsotx.org/</a>
TX	University of Texas - Rio Grande Valley	RGV	<a href="http://www.utrgv.edu/en-us/">http://www.utrgv.edu/en-us/</a>
TX	San Antonio Metropolitan Ministries	San Antonio	<a href="https://www.samm.org">https://www.samm.org</a>
TX	TX State Council of Vietnam Veterans	Statewide	<a href="http://www.texvet.com">http://www.texvet.com</a>
TX	Texas Education Agency - Education Service Centers	Statewide	<a href="http://tea.texas.gov/">http://tea.texas.gov/</a>
TX	Texas PTA	Statewide	<a href="http://www.txpta.org">http://www.txpta.org</a>
TX	Texas Network of Youth Services	Statewide	<a href="http://tnoys.org">http://tnoys.org</a>
TX	Rio Grande Cancer Foundation	El Paso	<a href="http://www.rgcf.org">www.rgcf.org</a>
TX	Workforce Solutions Borderplex	El Paso	<a href="http://www.borderplexjobs.com">www.borderplexjobs.com</a>
TX	Foundation for the Diocese of El Paso	El Paso	<a href="http://www.elpasodiocesefoundation.org">www.elpasodiocesefoundation.org</a>
TX	Workforce Solutions South Texas	Laredo, TX	<a href="http://www.southtexasworkforce.org">www.southtexasworkforce.org</a>
TX	Laredo Independent School District - Parent Involvement Coordinator	Laredo, TX	<a href="http://www.laredoisd.org">www.laredoisd.org</a>
TX	Foundation Communities	Austin	<a href="http://foundcom.org/">http://foundcom.org/</a>
TX	Child Inc	Austin	<a href="http://childinc.org/">http://childinc.org/</a>
TX	LifeWorks	Austin	<a href="http://www.lifeworksaustin.org/">http://www.lifeworksaustin.org/</a>
TX	Austin ISD - Technology Training & Comm Coordinator	Austin	<a href="https://www.austinisd.org/">https://www.austinisd.org/</a>
TX	Literacy Coalition of Central Texas	Austin	<a href="http://www.willread.org">http://www.willread.org</a>
TX	AVANCE	Austin	<a href="http://austin.avance.org/">http://austin.avance.org/</a>
TX	Education is Freedom	Dallas	<a href="http://educationisfreedom.com/">http://educationisfreedom.com/</a>

Exhibit 8

State/Nation	Organization	City/Community Served	Organization Website
TX	North Texas Food Bank	Dallas	<a href="http://web.ntfb.org/">http://web.ntfb.org/</a>
TX	Boys & Girls Clubs of Greater Dallas	Dallas	<a href="https://bgcdallas.org/">https://bgcdallas.org/</a>
TX	St. Phillip's School & Community Center	Dallas	<a href="http://www.stphilips1600.org/">http://www.stphilips1600.org/</a>
TX	Dallas Leadership Foundation	Dallas	<a href="http://www.dlftx.org/">http://www.dlftx.org/</a>
TX	The Concillio	Dallas	<a href="http://theconcilio.org/">http://theconcilio.org/</a>
TX	Texas State Conference of NAACP	Statewide	<a href="http://www.txnaacp.org/">http://www.txnaacp.org/</a>
TX	Project MALE Program	Dallas	<a href="http://www.projectmaleprogram.net/">http://www.projectmaleprogram.net/</a>
TX	Resource Center	Dallas	<a href="http://www.rcdallas.org/">http://www.rcdallas.org/</a>
TX	Big Thought	Dallas	<a href="http://www.bigthought.org/">http://www.bigthought.org/</a>
TX	Genesis Women's Shelter & Support	Dallas	<a href="http://www.genesisshelter.org/">http://www.genesisshelter.org/</a>
TX	Big Brothers Big Sisters Dallas, Fort Worth, & North Texas	Dallas	<a href="http://www.bbbstx.org/site/c.8rJOK2MGJhLYH/b.6456467/k.432/Big_Brothers_Big_Sisters_of_Dallas_Fort_Worth_Houston_West_Central_Texas.htm">http://www.bbbstx.org/site/c.8rJOK2MGJhLYH/b.6456467/k.432/Big_Brothers_Big_Sisters_of_Dallas_Fort_Worth_Houston_West_Central_Texas.htm</a>
TX	Rainbow Days	Dallas	<a href="http://rainbowdays.org/">http://rainbowdays.org/</a>
TX	Project Still I Rise	Dallas	<a href="http://www.psr.org/">http://www.psr.org/</a>
TX	Friends of Wednesday's Child	Dallas	<a href="https://wedchild.org/">https://wedchild.org/</a>
TX	North Texas Reading Partners	Dallas	<a href="http://readingpartners.org/location/north-texas/">http://readingpartners.org/location/north-texas/</a>
TX	Alley's House	Dallas	<a href="http://alleyshouse.org/">http://alleyshouse.org/</a>
TX	Central Health	Austin	<a href="http://www.centralhealth.net/">http://www.centralhealth.net/</a>
TX	Irving Cares	Irving	<a href="http://www.irvingcares.org">http://www.irvingcares.org</a>
TX	City of El Cenizo	Laredo	<a href="http://www.cityofelcenizo.com">www.cityofelcenizo.com</a>
TX	The Metropolitan Organization (TMO - Houston)	Houston	<a href="http://tmohouston.org/">http://tmohouston.org/</a>
TX	Harris County Precinct 1, Commissioner Gene Locke	Houston	<a href="http://hcp1.net/">http://hcp1.net/</a>
TX	El Pasoans Fighting Hunger Food Bank	El Paso	<a href="http://www.elpasoansfightinghunger.org/">http://www.elpasoansfightinghunger.org/</a>
TX	Business Adviser Magazine	RGV	<a href="http://businessadviser.co/">http://businessadviser.co/</a>
TX	AHEPA Management Company - Penelope 54 Senior Apartments	Houston	<a href="http://www.ahepahousing.org/houston-tx-penelope-54-senior-citizen-apartments+">http://www.ahepahousing.org/houston-tx-penelope-54-senior-citizen-apartments+</a>
WI	Second Harvest Foodbank of Southern Wisconsin Inc.	Southern Wisconsin	<a href="http://www.secondharvestmadison.org/">http://www.secondharvestmadison.org/</a>
WI	Dane County Department of Human Services	Dane County	<a href="https://danecountyhumanservices.org/default.aspx">https://danecountyhumanservices.org/default.aspx</a>
WI	Habitat for Humanity of Wisconsin	Statewide	<a href="http://hfh-wi-sso.huterra.com/">http://hfh-wi-sso.huterra.com/</a>
WI	Boys & Girls Clubs of Door County	Sturgeon Bay, WI	<a href="http://www.bgcdoorcounty.org">http://www.bgcdoorcounty.org</a>
WI	Big Brothers Big Sisters of Washington County	West Bend, WI	<a href="http://www.bbbswashco.org">http://www.bbbswashco.org</a>
WI	Feeding Wisconsin	Dane County	<a href="http://www.feedingwi.org/">http://www.feedingwi.org/</a>
WI	Goodwill Industries of North Central Wisconsin	Outagamie County / Brown County	<a href="http://www.goodwillncw.org/">http://www.goodwillncw.org/</a>
WI	Fox Valley Veterans Council	Outagamie County	<a href="http://www.foxvalleyveteranscouncil.org/">http://www.foxvalleyveteranscouncil.org/</a>
WI	Forward Service Corporation	Brown County	<a href="http://www.fsc-corp.org/">http://www.fsc-corp.org/</a>
National	National Digital Inclusion Alliance	Nationwide	<a href="http://www.digitalinclusionalliance.org/">http://www.digitalinclusionalliance.org/</a>



Exhibit 8

State/Nation	Organization	City/Community Served	Organization Website
National	American Association of People with Disabilities (AAPD)	Nationwide	<a href="http://www.aapd.com/">http://www.aapd.com/</a>
National	American Counseling Association (ACA)	Nationwide	<a href="https://www.counseling.org/">https://www.counseling.org/</a>
National	American School Counselor Association (ASCA)	Nationwide	<a href="https://www.schoolcounselor.org/">https://www.schoolcounselor.org/</a>
National	Asian Pacific Islander American Public Affairs Association (APAPA)	Nationwide	<a href="http://www.apapa.org/">http://www.apapa.org/</a>
National	Call for Action	Nationwide	<a href="http://callforaction.org/">http://callforaction.org/</a>
National	Consumer Action	Nationwide	<a href="http://www.consumer-action.org/">http://www.consumer-action.org/</a>
National	Consumer Policy Solutions / Project GOAL	Nationwide	<a href="http://theprojectgoal.org/about/">http://theprojectgoal.org/about/</a>
National	Family, Career and Community Leaders of America (FCCLA)	Nationwide	<a href="http://www.fcclainc.org/">http://www.fcclainc.org/</a>
National	Japanese American Citizens League (JACL)	Nationwide	<a href="https://jacl.org/">https://jacl.org/</a>
National	League of United Latin American Citizens (LULAC)	Nationwide	<a href="http://lulac.org/">http://lulac.org/</a>
National	LGBT Technology Partnership & Institute	Nationwide	<a href="http://lgbttechpartnership.org/">http://lgbttechpartnership.org/</a>
National	Multicultural Media, Telecom and Internet Council (MMTC)	Nationwide	<a href="http://mmtconline.org/">http://mmtconline.org/</a>
National	OASIS	Nationwide	<a href="http://www.oasisnet.org/">http://www.oasisnet.org/</a>
National	Organization of Chinese Americans (OCA) - Asian Pacific American Advocates	Nationwide	<a href="http://www.ocanational.org/">http://www.ocanational.org/</a>
National	Parent Teacher Association	Nationwide	<a href="http://www.pta.org/">http://www.pta.org/</a>
National	U.S. Department of Housing and Urban Development (HUD)	Nationwide	<a href="http://portal.hud.gov/hudportal/HUD">http://portal.hud.gov/hudportal/HUD</a>

## Exhibit 8

Organization
AT&T Veterans
Community NETwork — African American Telecommunications Professionals of AT&T
FACES - Filipino American Communications Employees of AT&T
HACEMOS — The Hispanic/Latino Association of Communications Employees of AT&T
>50 - AT&T employees over the age of 50 >50 - AT&T employees over the age of 50

**Exhibit 9**

Access from AT&T Outreach Collateral (English)

# Brighten your child's future with the Internet.



*Internet for just \$10 a month*



The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP\* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.\*\*

Access from AT&T takes you online so you and your family can:

- **Do homework**
- **Research colleges and scholarships**
- **Stay up to date with school news and connect with teachers**
- **Connect with friends and family around the country and world**

And a whole lot more!

*Plus, there's NO commitment,  
NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

Visit [att.com/access](http://att.com/access) for complete information and to apply.

Or call 1-855-220-5211



\*Supplemental Nutrition Assistance Program. \*\*Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for \$10/month or 3Mbps for \$5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage). †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Exhibit 9  
General Flyer - Full Pricing



The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things which matter most.



AT&T is offering **low-cost wireline home Internet service** to qualifying households:

- with at least 1 resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP), and
- with an address in AT&T's **21-state** serving area, at which we offer **wireline home Internet\*** service

To qualify, customers can not have outstanding debt for AT&T **fixed Internet service\*** within the last 6 months, or outstanding debt incurred under this program.

Service availability and speed may vary by address.

AT&T will assign you the fastest of these speed tiers available\* where you live:

10 megabits per second, for **\$10 per month**

5 megabits per second, for **\$10 per month**

3 megabits per second, for **\$5 per month**

+ tax

\* Available only in the AT&T 21-state wireline footprint. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage). †Wi-Fi enabled device required. Other restrictions apply.



No commitment.



No deposit.



No installation fee.



In-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED!†



Stay in touch  
with family &  
friends



Pay bills online



Access  
online  
courses



Conduct research  
for homework  
assignments



Search for jobs

Other eligibility requirements apply.

Visit [att.com/access](http://att.com/access) for complete information and to apply.  
Or call 1-855-220-5211.



# Affordable Home Internet. Incredible Opportunities.



*Internet for just \$10 a month*

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP\* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.\*\*

Access from AT&T takes you online so you can:

- **Do homework**
- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

And a whole lot more!

*Plus, there's NO commitment, NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

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# Affordable Home Internet. Incredible Opportunities.



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Other eligibility requirements apply.

Visit [att.com/access](http://att.com/access) for complete information and to apply.

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# Get Home Internet and Stay Connected.



*Internet for just \$10 a month*

Staying independent is easier with the Internet. If at least one person in your household is a **SNAP\* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.\*\*

Access from AT&T takes you online so you can:

- **Stay in touch with family**
- **Pay bills online**
- **Shop for groceries and other items**
- **Find information on community activities, entertainment and news**

And a whole lot more!

Get FREE training resources at **digitalyou.att.com/access**, plus get FREE installation support.

*Plus, there's NO commitment, NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the nationwide AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost!†

Other eligibility requirements apply.

Visit **att.com/access** for complete information and to apply.

Or call 1-855-220-5211



\*Supplemental Nutrition Assistance Program. \*\*Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for \$10/month or 3Mbps for \$5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage). †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.





## Frequently Asked Questions

### program details

#### *What is the Access program from AT&T?*

The Access program from AT&T provides a low-cost option for wireline home Internet access to low-income households in the 21 states where we offer wireline home Internet services. To be eligible, at least one person in your household must be a participant in the Supplemental Nutrition Assistance Program, or SNAP. Other eligibility requirements also apply.

#### *Why should I apply to participate in the Access program from AT&T?*

Access to the Internet can change lives. You can use the Internet to apply for jobs online, connect with family and friends, research health information, complete an online education—and much more. Plus, as a participant in the Access program from AT&T, you could save money on your Internet bill! In addition, you won't have to pay for installation or activation—or pay modem or gateway charges.

#### *How long will the Access program from AT&T be available?*

This offer will be in effect for four years. It will begin in April 2016 and continue until April 2020. AT&T will ask you to recertify your SNAP participation annually. Participants who qualify for the Access program from AT&T after April 2019 may continue in the program for 12 months from the date of activation.

### services & pricing

#### *Which Internet speeds are available with the Access program from AT&T?*

There are three speed tiers available under the program. AT&T will assign you a speed of 10, 5, or 3Mbps—whichever is the fastest available at your address.

#### *Are only three speeds available?*

The program speed tiers of 10, 5, and 3Mbps are the only speeds available under the Access program from AT&T. Other speeds may be available where you live, but for those you'll need to go outside the program and pay regular rates.

#### *If I participate in the Access program from AT&T, what's my monthly rate?*

There are three possible program speed tiers. If you're assigned a speed tier of 10Mbps or 5Mbps, you'll pay only \$10 per month. And if your assigned speed tier is 3Mbps, you'll pay just \$5 per month. You'll be assigned the fastest of the three speeds available where you live. All pricing is plus tax.

#### *Will my speed tier come with a data allowance?*

From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [www.att.com/internet-usage](http://www.att.com/internet-usage).

#### *Suppose I'm assigned a speed of 5Mbps. Can I switch to 3Mbps so that my monthly bill is \$5 instead of \$10?*

No. This program applies only to the highest of the three program speed tiers available at your address. This speed will be automatically assigned to you by AT&T.



*What exactly do you mean by wireline home Internet service?*

“Wireline home Internet service” refers to AT&T’s wireline Broadband Internet Access Service, which is delivered to a fixed location over a physical wire or cable.

*Does this offer apply to wireless (cellular) Internet service?*

No. This offer applies only to wireline home Internet service in AT&T’s 21-state **service area**.

*The program materials say that an in-home Wi-Fi modem is included at no extra cost. What does that mean?*

Access from AT&T service includes a Wi-Fi capable modem or gateway which broadcasts a wireless Wi-Fi signal inside your home, allowing you to extend the reach of your wireline Internet service. You can access this wireless Wi-Fi signal on a variety of Wi-Fi compatible devices, including: laptops, tablets, smartphones, and many more.

*The program materials say that Access from AT&T service includes access to AT&T’s entire national Wi-Fi hotspot network at no extra cost. What does that mean?*

You can connect your Wi-Fi enabled devices away from home, at thousands of AT&T Wi-Fi hotspots nationwide. For complete details and to locate AT&T Wi-Fi hotspots, visit **[www.attwifi.com](http://www.attwifi.com)**.

**signing up for service**

*How do I know if I’m eligible for the Access program from AT&T?*

To know for sure that you can participate in the program, visit **[www.att.com/access](http://www.att.com/access)** to check service availability at your address and submit an application to see whether your household qualifies.

At least one person in your household must be a participant in the Supplemental Nutrition Assistance Program, or SNAP. You must live in one of the 21 states where AT&T provides wireline home Internet service, and at least one of the Access from AT&T Internet speed tiers must be available at the address where you live.

*How do I find out if I’m located in AT&T’s 21-state service area?*

The 21-state service area is the broad area (also known as footprint) where AT&T provides wireline services. You can view a map of this service area at **[www.att.com/local](http://www.att.com/local)**. Actual service availability and speeds may vary by individual address.

*What information will I need to provide to participate in the Access program from AT&T?*

You will need to provide the address where service is to be installed, information for the person requesting service (name, mailing address and email address, date of birth, and social security number or taxpayer ID or tribal ID), and information for the member of the household who is a participant in the SNAP program (name, date of birth, and social security number or taxpayer ID or tribal ID). You will also need to provide a copy of documentation showing proof of participation in the SNAP program (a valid SNAP card showing the SNAP participant’s name, or a current SNAP benefits letter).

*Can I provide a taxpayer ID instead of a Social Security number?*

You may provide either a social security number, a taxpayer ID number, or a tribal ID number.

*Can I apply for the Access program from AT&T at a local AT&T store?*

No, AT&T retail stores are not able to process Access from AT&T applications or orders. You will be able to access the application at **[www.att.com/access](http://www.att.com/access)** and submit the form online or via email. You may also print the form and send via fax or mail. If you experience difficulties with the application, you can contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

*Do I need to pay a deposit to get service?*

No deposit is required to establish Internet service under the Access program from AT&T.

*Will AT&T conduct a credit check when I apply for service?*

As part of standard AT&T policy, all orders for new service are subject to a credit check, including a bureau credit check. Results of the credit check will not impact your ability to obtain Internet service under the Access program from AT&T.



*After I sign up for the offer and provide the required information, how will I know if I qualify?*

After we receive and process your application, a letter indicating your application status will be mailed to you. This letter will include instructions on the next steps in the ordering process.

*I have more than one Internet account with AT&T. If I'm approved for participation in the Access program from AT&T, will all my Internet accounts be included?*

No. Only one AT&T Internet account per household can be included in the Access program from AT&T. You'll need to choose which account you want to include.

*If I'm approved, when does my Access program from AT&T start?*

Your service under the program starts when your Access from AT&T order is completed. That may be the same day you call in to activate your discount (if you have existing AT&T service)—or at a later date (if you are newly establishing wireline Internet service). Your customer service representative will advise you of your service activation date when you call to place your order.

*I currently have a bundle of AT&T services. If I get service through Access from AT&T, does the bundle pricing stay the same for the other products?*

You may be able to keep bundled pricing for other AT&T services even if you switch your Internet service to the Access program from AT&T. For complete details, please call an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

*Is my continued participation guaranteed?*

You can continue to participate while the offer is in effect as long as your household continues to meet the qualification requirements for the offer. You will be required to re-certify annually that you meet the qualification requirements.

*How will I know when to re-certify that I meet the qualification requirements?*

We will let you know several weeks before the re-certification deadline, and we'll also send you at least one reminder notice. Before the deadline, you'll need to show that you still meet the requirements for participation in the Access program from AT&T. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

*What happens if I no longer meet the qualification requirements?*

If we find that you no longer meet the requirements for participation in the Access program from AT&T, we'll remove your program discount and bill you at regular rates for your Internet service unless you: tell us to cancel the service or provide documentation showing that you do in fact meet the requirements.

*What if I fail to complete my annual recertification in the Access program from AT&T at some point? Can I reapply later?*

We will notify you in advance of your annual re-certification date. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates. If you would like to resume participation in the program at a later date, you are allowed to do so. However, you'll need to submit a new application and follow the same process as when you first signed up.

*The only SNAP participant in my household will be moving out before it's time to re-certify. Will I be able to continue participating in the Access program from AT&T?*

Access from AT&T customers need to meet the qualification requirements at all times, and having at least one SNAP participant in a household is necessary for continued participation in the Access program from AT&T. If we learn that the person whose SNAP information was used to apply for the program no longer lives in your household, we will give you the opportunity to:

- Provide documentation showing that someone else in your household is a SNAP participant, or
- Notify us that you intend to cancel your Internet service, or
- Take no further action, in which case we'll remove your program discount and bill you at regular rates.



*Am I required to sign-up for online billing to participate in the Access program from AT&T?*

No, online billing is not required.

*I am a recipient of benefits under the California Supplemental Security Income (SSI) program, and am not allowed to participate in the Federal SNAP program. Am I able to qualify for the Access program from AT&T?*

Under California law, California Supplemental Security Income (SSI) recipients are not also allowed to claim benefits under the Federal Supplemental Nutrition Assistance Program (SNAP). Because SNAP participation is one of the qualifications for the Access program from AT&T, California SSI recipients would not qualify for the program. In light of this situation, AT&T has decided to include California SSI participation as an alternative to the SNAP eligibility requirements for the Access program from AT&T. This means that California SSI participants will be able to participate in the Access program from AT&T, providing that all other program requirements are met.

**Please note:**

- AT&T will not immediately be able to process applications from California SSI participants when the Access program from AT&T launches on April 22nd. Timing for the processing of these applications is still being addressed, as we work to develop processes that will allow us to extend the offer as quickly as possible.
- We are not able to hold processing for early applications submitted with California SSI documentation.
- To confirm whether California SSI applications can now be processed, please contact an AT&T representative by phone at 855.220.5211. (For help in Spanish, call 855.220.5225.)

**installation**

*Will someone need to come to my home to install service?*

AT&T will send you a self-installation kit with simple step-by-step instructions, making it easy to complete the installation process yourself. If you need additional help after attempting self-installation, you may request a technician (at no charge) to assist with installation.

*If I need to call in a technician for installation assistance at my home, will there be a charge?*

No, there is no charge. AT&T will send you a self-installation kit with step-by-step instructions. In most cases, customers can complete the installation process themselves. If you need additional help after attempting self-installation, you may request a technician to assist with installation.

**other questions & resources**

*If a customer moves to a different address while they have service under the Access program from AT&T, will they be required to re-certify eligibility for the program?*

An existing Access from AT&T customer moving to a new address should have that transaction handled by the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to ensure the discount stays on their account. No re-certification is required for a service address change, unless the customer is within their annual re-certification window.

*Can services under the Access program from AT&T be cancelled within the same year a household signs up? What is the process for cancelling?*

There is no term commitment for services provided under the Access program from AT&T. Customers may cancel at any time by calling the number on their bill, or by calling the Access from AT&T dedicated call center at 855.220.5211. (For help in Spanish, call 855.220.5225.)

*If a customer disconnects service under the Access program from AT&T, will they be required to return the modem or gateway equipment? If they do not return the equipment, is there a fee?*

Customers should contact the Access from AT&T dedicated call center at 855.220.5211 (in Spanish, 855.220.5225) to confirm the equipment return requirements for their specific account. Failure to adhere to the applicable equipment return requirements could result in the application of fees.



*How do I know whether I'm a SNAP participant?*

The U.S. Supplemental Nutrition Assistance Program used to be known as the Food Stamp Program. It's a nationwide program, but each state administers the program on behalf of the federal government. If you receive food benefits through your state government (EBT, food card), you're probably a SNAP participant.

*How do I enroll in the Supplemental Nutrition Assistance Program?*

Go to the USDA SNAP website at [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply), where you'll find instructions on how to apply.

*I'm currently a Lifeline customer and get wireline phone service at home from AT&T at a discount. Does the Access program from AT&T replace Lifeline?*

The Access program from AT&T provides discounted wireline Internet service; Lifeline provides discounted phone service. The Access program from AT&T and Lifeline are two completely separate programs, each with its own eligibility requirements. It may be possible to receive discounted services through both the Access program from AT&T and Lifeline. Similarly, it may be possible to be eligible for one program but not the other. For details on Lifeline, visit [www.att.com/lifeline](http://www.att.com/lifeline).

*I'm new to the Internet, and am not sure how to get started. Do you have any resources that can help me?*

AT&T has assembled a valuable collection of tools for online beginners, called Digital You. Whether you're searching for a low-cost computer to get online at home, your child is starting to explore the Internet to help complete schoolwork, or you want to boost your online skills for everything from paying bills to applying for jobs—Digital You can help! Visit [www.digitalyou.att.com](http://www.digitalyou.att.com) to learn how to increase your confidence, skills, privacy, and safety as you connect online.





## Checklist of Information Needed to Complete Application

### Q: What information will I need to complete the Access from AT&T application?

A: It is important that you *fill out the application completely and accurately* to help make sure there are no delays in being approved for the program. Please review the instructions on the application carefully.

#### Required:

- ☐ Customer Name (the person who will pay the bill)
- ☐ Address Where Service Will Be Installed  
(Street, Apartment #/Unit # (if applicable), City, State, ZIP Code)
- ☐ Customer Billing Address (if different from the service address)
- ☐ Customer E-Mail Address
- ☐ Customer Telephone Numbers (home and/or cell phone)
- ☐ Customer Social Security Number, Taxpayer ID, or Tribal ID
- ☐ Customer Date of Birth (mm/dd/yyyy)
- ☐ Name of the SNAP participant living in the household where service will be installed (Note: This does *not* have to be the same as the person applying for service.)
- ☐ SNAP Participant Social Security Number, Taxpayer ID, or Tribal ID  
Proof of SNAP participation (see details below)

### Q: What proof of SNAP participation do I need to provide?

A: You must provide a document confirming that at least one person living in the household where service will be installed is a SNAP participant. (You will need to attach an image of this document when applying online, or include a copy of the document when mailing your application.)

- ☐ SNAP card *showing the name of the SNAP participant*  
(If the SNAP card does not have a name on it, you will need to provide a SNAP participation or benefits letter from the participant's local SNAP office)

or

- ☐ SNAP participation or benefits letter from a local SNAP office
  - If the SNAP participant in your household does not have a SNAP card or benefits letter, please have the participant contact a local SNAP office to obtain one
  - [Click here](#) to find the contact information for local SNAP offices

### Q: What if I am not a participant in SNAP? How can I get information about the SNAP program?

A: For information about the Supplemental Nutrition Assistance Program (SNAP), and to inquire about benefits, [click here](#) to find the contact information for local SNAP offices.





(Application for low-cost wireline home internet service)

All fields are required to be completed for the application to be processed

This signed application is required in order to approve your participation in the Access from AT&T program. The form is only used for the purpose of certifying your eligibility for the program and will not be used for any other purpose. **PLEASE PRINT USING BLOCK CAPITAL LETTERS** in black or blue ink only. When completed, please mail the form and copies of proof of eligibility to: **Access from AT&T, PO Box 5030, Charleston, IL 61920-5030** -OR- you may fax completed form and copies of proof of eligibility to: 1-855-933-2423 OR you may e-mail the form and scanned copies of proof of eligibility to: [ATTaccess@solixinc.com](mailto:ATTaccess@solixinc.com)

Applicant First Name \_\_\_\_\_ Middle \_\_\_\_\_ Last \_\_\_\_\_

Service Address (Street, apt number) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Mailing Address (PO Box, street, apt number) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Applicant's Date of Birth: \_\_\_\_\_ Last 4 digits of Social Security Number \_\_\_\_\_ Taxpayer ID or Tribal ID: \_\_\_\_\_

E-Mail address \_\_\_\_\_ Home Phone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_  
(Provide E-Mail address of SNAP Benefit Qualifying Person, if different than applicant.)

***SNAP benefit qualifying person*** (Provide **only if name is different** from Applicant):

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Last 4 digits of Social Security Number: \_\_\_\_\_

***The following documentation must be attached to process the application***

***Photocopy*** (original documentation will not be returned) one or more of the following documents proving your household's participation in SNAP, and submit with this application.

- The current year's statement of SNAP benefits, including the SNAP benefit qualifying person's name on the statement
- A notice letter of participation in SNAP, including the SNAP benefit qualifying person's name on the letter
- A program participation document proving SNAP benefits – for example, a SNAP electronic benefit transfer card including the SNAP benefit qualifying person's name on the card

#### Certification

In addition to accepting the High Speed Internet Terms of Service during the service registration process, the Access from AT&T program requires you to certify that you or a member of your household participates in SNAP, that the information and documentation you have provided in this application is true and correct, and that you have read and agree to the following additional terms of service:

Access from AT&T is a program to provide low-cost wireline home Internet service to qualifying households with at least 1 resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP) with an address in AT&T's 21-state service area at which AT&T offers wireline home Internet service. Qualifying households must be without outstanding debt for AT&T fixed Internet service within the last 6 months, or outstanding debt incurred under this program.

This is a 4-year program, beginning April 22, 2016. Those who sign-up for service in year 4 are eligible to receive the discounted rate for a maximum of 12 months.







(Application for low-cost wireline home internet service)

Low-cost wireline home Internet service availability and speed may vary by address. AT&T will assign you the fastest of these speeds tiers\* available where you live: 10 megabits per second, for \$10 per month; 5 megabits per second, for \$10 per month; or 3 megabits per second, for \$5 per month.\*\* If none of the above speeds are technically available at your address, you will not be able to participate in the Access program from AT&T.

This program requires you to re-certify your eligibility annually. AT&T will notify you, in advance of your annual re-certification date, to re-certify. If you do not complete the required steps by the specified date and do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

At least one individual participating in SNAP must continue to reside in the qualifying household during the period the Access from AT&T service is in effect. If we learn at any time that your household no longer includes a SNAP participant, AT&T will notify you that you have an opportunity to provide documentation that you or a member of your household participates in SNAP. If you do not complete the required steps by the specified date or do not notify us of your intent to cancel service, we will remove your program discount and bill you at current market rates.

One discounted wireline Internet connection is allowed per household. (A qualifying household includes everyone who lives at your address, including children and people who are not related to you).

**By signing this application, I certify that:** I have read and understand the facts stated above; I, or a member of my household, participates in SNAP; and that the information and documentation provided in this application are true and correct.

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SNAP Benefit Qualifying Person's Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
(If different than applicant)

How did you hear about this program? (Check all that apply.)

- ☐ School District
- ☐ State or Community Organization or Event
- ☐ National Organization
- ☐ EveryoneOn Website or Event
- ☐ Radio, Television, or Print Advertisement
- ☐ Mail or E-Mail
- ☐ Friend or Relative

\* Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors, and device capabilities and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101)  
 \*\* All prices are plus tax. Service will include a monthly data allowance (either 150GB of data per month or 250GB of data per month) depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage).





Exhibit 9  
General Email Template

Having trouble viewing this e-mail? [View it in your browser.](#)

## Affordable Home Internet. Incredible Opportunities.



**access**  
from AT&T

Internet for just \$10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP\* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.\*\*

Plus, there's NO commitment, NO deposit and NO installation fee.

In-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network  
— INCLUDED at no extra cost.†

Other eligibility requirements apply.

Visit [att.com/access](http://att.com/access) for complete information and to apply.

Or call 1-855-220-5211



\*Supplemental Nutrition Assistance Program. \*\*Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for \$10/month or 3Mbps for \$5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. From 4/22/16 through 5/22/16, Service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, Service will include a monthly data allowance of either 150GB, 300 GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage). †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

Exhibit 9  
School District Email



Fri 4/22/2016 4:40 PM

Access from AT&T <att@online.att-mail.com>

Access from AT&T – New low cost Internet program for students & families

To [REDACTED]

[View online](#)



Dear [REDACTED],

We believe that student learning should not end when the bell rings...learning should be supported everywhere. **Access from AT&T** is a new program designed to help bridge the homework gap for students and families by bringing low-cost home Internet service to qualifying households.

**Access from AT&T** offers discounted wireline home Internet service to qualifying households with at least one resident who **participates** in the U.S.D.A. Supplemental Nutritional Assistance Program ([SNAP](#)).

There is **NO** term commitment, **NO** deposit, **NO** installation fee and **NO** charge for an in-home Wi-Fi capable gateway.

AT&T wireline Internet coverage in your area may be limited.

Visit our [website](#) for complete program details, including: pricing, speed tiers, and eligibility requirements.

AT&T is collaborating with [EveryoneOn](#), a national non-profit working to eliminate the digital divide.



Please join us for a webinar about **Access from AT&T**, where we will share resources you can use to get the word out to your students and their families.

- [Thursday, May 12, 2016, 10:00-10:30AM CST](#)

or

- [Tuesday, July 12, 2016, 1:00-1:30PM CST](#)

Click on the dates above to RSVP

**We invite school districts to share program information with students and their families.**

- Include a flyer in National School Lunch Pprogram (NSLP) communications
- Add a link to the [Access from AT&T](#) portal on your school or district website
- Coordinate campus enrollment events or presentations during parent meetings

For complete details about **Access from AT&T**, visit [att.com/access](#) or sign into our [partner portal](#) to view a collection of promotional and communications materials.

For continued delivery to your inbox, [add us to your address book](#).

To unsubscribe to future communications from AT&T, [click here](#). If you have any questions about how AT&T collects, uses and protects your personal information, please visit our Privacy Policy at [att.com/privacy](#).

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AT&T - 208 S Akard St. 15th FL, Dallas, TX 75202, United States of America

Exhibit 9  
AT&T Aspire Email

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**From:** Nicole Anderson <e&la@connected.att-mail.com>  
**Sent:** Monday, June 06, 2016 4:26 PM  
**To:** [REDACTED]  
**Subject:** New offer from AT&T helps connect more low-income households to the internet



## New offer from AT&T helps connect more low-income households to the internet

As a nonprofit that has worked with Aspire to inspire and motivate students, we wanted to make you aware of a new, low-cost internet program from AT&T. [Access from AT&T](#) will provide wireline internet connectivity to qualifying customers in areas within the 21 states where AT&T currently offers home internet service. Launched in April, this offer provides qualifying, low-income households with an affordable, low-cost option for home internet service. Access from AT&T will enable more people to tap into information online and entertainment online — and connect with friends and family.

We're committed to connecting people to technology to empower their lives. A home internet connection makes it possible to complete school assignments, apply for jobs online, research health questions — and a whole lot more.

Households where at least one individual participates in the U.S. Supplemental Nutrition Assistance Program (SNAP) may qualify for this program. Other eligibility requirements also apply. For more information on eligibility, speeds and pricing, please [click here](#).

We are constantly inspired and motivated by the great work you do to strengthen students and communities. Thank you!

Sincerely,

Nicole Anderson



“ We're committed to connecting people to technology to empower their lives. ”

Executive Director of Philanthropy, AT&T

If you have any questions about Access from AT&T or would like more information, please contact Connected Nation at [access@connectednation.org](mailto:access@connectednation.org). Nonprofit Connected Nation has been working with states and communities across the country to close the digital divide for more than 13 years. Connected Nation will be coordinating with your organization and others to provide collateral and collect feedback on offer promotional activity.

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[Click HERE to unsubscribe from this newsletter.](#)



# Affordable Home Internet. Incredible Opportunities.



*Internet for just \$10 a month*

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a **SNAP\* participant**, you may qualify for 10Mbps home Internet service at our discounted \$10 rate.\*\*

Access from AT&T takes you online so you can:

- **Do homework**
- **Search for jobs**
- **Pay bills**
- **Find news, information and entertainment**

And a whole lot more!

*Plus, there's NO commitment, NO deposit and NO installation fee.*

Get an in-home Wi-Fi gateway and access to the entire national AT&T Wi-Fi Hot Spot network — INCLUDED at no extra cost.†

Other eligibility requirements apply.

Visit [att.com/access](http://att.com/access) for complete information and to apply.

Or call 1-855-220-5211.



\*Supplemental Nutrition Assistance Program. \*\*Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for \$10/month or 3Mbps for \$5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage). †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.



access  
from AT&T

Internet for just \$10 a month

The digital world is full of possibilities. AT&T is making it easier to connect to friends, family, and the things that matter most. If at least one person in your household is a SNAP\* participant, you may qualify for 10Mbps home Internet service at our discounted \$10 per month rate.\*\*

There’s NO commitment, NO deposit and NO installation fee.

Plus, get access to the entire national AT&T Wi-Fi Hot Spot network – INCLUDED at no extra cost.†

Other eligibility requirements apply.  
Visit **att.com/qualify** for complete information and to apply.  
Or call 1-877-751-0288



\*Supplemental Nutrition Assistance Program. \*\*Available only in the AT&T 21-state wireline footprint. Slower speeds (5Mbps for \$10/month or 3Mbps for \$5/month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to att.com/speed101. Pricing excludes taxes. From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to att.com/internet-usage. †Wi-Fi enabled device required. Other restrictions apply. ©2016 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo, and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies.

TO DO:	<input type="checkbox"/> Edits as Marked	<input type="checkbox"/> Go to Mechanical	<input type="checkbox"/> FPO Art	<input type="checkbox"/> Place Final Art	<input type="checkbox"/> Rollout as Mech	<input type="checkbox"/> Full Collect	<input type="checkbox"/> Release	<input type="checkbox"/> Layer Collect
OUTPUT:	<input type="checkbox"/> New Laser	<input type="checkbox"/> Separations	<input type="checkbox"/> Comp @ 100%	<input type="checkbox"/> Comp Fit to Page	<input type="checkbox"/> Rollout as Comp	<input type="checkbox"/> RUSH	<input type="checkbox"/> Normal	<input type="checkbox"/> End of Night
PDF:	<input type="checkbox"/> Low Res	<input type="checkbox"/> X1A	<input type="checkbox"/> No FPO on PDF	<input type="checkbox"/> To Trim Size	<input type="checkbox"/> Crops No Slug	<input type="checkbox"/> Single Pages	<input type="checkbox"/> No Dieline	<input type="checkbox"/> No Tab Dieline
	<input type="checkbox"/> No Pink Strip	<input type="checkbox"/> Under 5 MBs	<input type="checkbox"/> Under 10 MBs	<input type="checkbox"/> LR Outside Zip File	<input type="checkbox"/> X1A & Low Res in Collected Folder			
PROOF: %	<input type="checkbox"/> GRACoL	<input type="checkbox"/> SWOP3 (Circ/Mag)	<input type="checkbox"/> Newsprint (ISO)	<input type="checkbox"/> Uncoated	<input type="checkbox"/> Lightweight Coated	<input type="checkbox"/> Photo		
RELEASE TO:	<input type="checkbox"/> Brand Muscle	<input type="checkbox"/> Simian	<input type="checkbox"/> See Spec Sheet	<input type="checkbox"/> Simian Collect for Insight	<input type="checkbox"/> Collected Folder NOT For Release	<input type="checkbox"/> Collected Folder For Release	<input type="checkbox"/> DSTO.tif	<input type="checkbox"/> Flattened.tif
WEB/DIGITAL:	<input type="checkbox"/> Set Ruler to Pixels	<input type="checkbox"/> JPG for Review	<input type="checkbox"/> Release JPG	<input type="checkbox"/> Digital PDF	COMP BOARDS:	<input type="checkbox"/> Black Boards	<input type="checkbox"/> Black Foam	<input type="checkbox"/> White Foam
LOL:	<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> Campaign:			TIME DUE:	<input type="checkbox"/> RUSH	<input type="checkbox"/> Normal	<input type="checkbox"/> End of Night



## AT&T Low-Cost Internet Program

*Access to the Internet can change people's lives. It makes it possible to apply for jobs online, connect with family and friends, access virtual library shelves, research health questions, finish school assignments, complete an online education – and a whole lot more. AT&T's new program will help bring low-cost Internet access to qualifying households.*

### Program Overview

- ❖ **New Low-Cost Internet Offer:** Beginning in April 2016, AT&T will offer wireline Internet access service at a new low price to households where at least 1 member participates in SNAP.
- ❖ **Location:** The offer will be available in the 21 states in which AT&T provides wireline Internet access.
- ❖ **Price & Speeds:**
  - AT&T will offer the following speeds/prices:
    - At least 10Mbps download speeds, where technically available, for \$10 per month;
    - If 10Mbps is not available, then 5Mbps download speeds for \$10 per month;
    - If 5Mbps is not available, then 3Mbps download speeds (where technically available) for \$5 per month.
  - Qualifying households will not be required to pay installation or modem charges/fees to participate in the program.
- ❖ **Qualifying Households:**
  - Households where at least 1 individual participates in the U.S. Supplemental Nutrition Assistance Program (SNAP).
  - Whether a participating household continues to qualify for the offer may be reviewed on a yearly basis.
  - Unpaid debt to AT&T for certain Internet access services may affect eligibility.
- ❖ **Duration:**
  - 4-year program beginning in April 2016.
  - Those who sign-up for service in year 4 are eligible to receive discounted rates for 12 months.

### Outreach

- ❖ We want to ensure that qualified individuals/households are informed and have access to the program by:
  - Effectively publicizing program availability to low-income individuals and families, including students, veterans, the senior community and non-English speakers; and
  - Working in coordination with schools and community-based organizations serving qualifying individuals and families.

### You can help!

- ❖ As we get closer to our April 2016 launch, we will provide you with more details on the program and how you can help.
- ❖ We hope you will consider including information on AT&T's new low-cost offer for wireline Internet access service in your offices, mailings and/or other communications with your constituents.
- ❖ And, help us spread the word to qualifying households by connecting us with other relevant organizations.



7/7/2016

# Connecting More U.S. Residents to the Internet

## AT&T Setting Out to Connect More U.S. Residents to the Internet

[Entertainment](#) / Dallas, Texas, Apr 22, 2016

Share



[Download image](#)

*"Access from AT&T" is an Affordable Wireline Home Internet Option For Low-Income Households*

[AT&T](#)<sup>1</sup> is making wireline home Internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

Qualifying households will get the fastest of three speed tiers – 10Mbps, 5Mbps or 3Mbps –available at their address. Internet speeds provided at 10Mbps and 5Mbps will cost \$10 a month, and Internet speeds at 3Mbps will cost \$5 a month. We will also waive installation and Internet equipment fees for participating households. Additional taxes and fees may apply.<sup>2</sup>

Access from AT&T is available to households with at least one resident participating in the U.S. Department of Agriculture Supplemental Nutrition Assistance Program, or SNAP, and located within the 21 states where we offer home Internet service.<sup>3</sup>

"We're making it easier for more people to connect to friends, family, their communities and the possibilities of the Internet," said Cheryl Choy, vice president wired voice and broadband products, AT&T. "Access from AT&T is an affordable Internet option available to millions of Americans with limited budgets."

"At EveryoneOn, we believe that a home Internet connection is life-changing. From completing homework online to applying for a job to interacting with family and friends, a connection to the digital world is vital for all Americans" said Chike Aguh, chief executive officer of EveryoneOn. "Access from AT&T, and other programs like it, will help more low-income Americans experience the opportunity that the Internet provides."



**Exhibit 9**

We're working with school districts and national and community-based organizations to educate eligible households on Access from AT&T. The new, low-cost program will be available through April 2020.<sup>4</sup> Complete program details are available at [att.com/access](http://att.com/access).

The [AT&T Digital You](#) portal has additional resources on the Access from AT&T program as well. The portal has resources and tools for getting online, using technology safely, utilizing online learning sites, job searching and more. Created in collaboration with Common Sense Media, the Digital You portal also provides free training on topics like basic computer skills and ways to maximize online privacy and security.

Potential customers can learn more and see if they qualify by visiting [att.com/access](http://att.com/access), or by calling 1-855-220-5211 for assistance in English or 1-855-220-5225 for assistance in Spanish.

Geographic and service restrictions apply to AT&T Internet services. For more information on AT&T Internet, TV and voice services — or to find out if these services are available in your neighborhood — visit [www.att.com/verse](http://www.att.com/verse).<sup>5</sup>

*<sup>1</sup>AT&T products and services are provided or offered by subsidiaries and affiliates of AT&T Inc. under the AT&T brand and not by AT&T Inc.*

*<sup>2</sup>Slower speed tiers (5Mbps for \$10 a month or 3Mbps for \$5 a month) may be provided depending on availability at your address. Internet speed claims represent maximum network service capability speeds. Actual customer speeds may vary based on factors including site traffic, content provider server capacity, internal network management factors and device capabilities, and are not guaranteed. For more information, go to [att.com/speed101](http://att.com/speed101). Pricing excludes taxes. Visit [www.att.com/access](http://www.att.com/access) for additional details.*

*<sup>3</sup>Service availability and speed tiers may vary by individual address. View [www.att.com/access](http://www.att.com/access) for additional details.*

*<sup>4</sup>Access from AT&T will be available for all qualifying customers through at least April 2020. Customers who sign up after April 2019 will remain eligible for all program benefits for at least one year after signing up for the program.*

*<sup>5</sup>From 4/22/16 through 5/22/16, service will include a monthly data allowance of either 150GB data/mo. or 250GB data/mo. depending on the type and speed of service you receive. Beginning 5/23/16 and thereafter, service will include a monthly data allowance of either 150GB, 300GB or 600GB data/mo. depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be automatically charged \$10 for each 50GB of data usage in excess of your data plan, even if less than 50 gigabytes is used. For more information, go to [att.com/internet-usage](http://att.com/internet-usage).*



The logo features a blue Wi-Fi symbol above the word "access" in a large, black, lowercase sans-serif font. Below "access" is the word "from" in a smaller black font, followed by "AT&T" in a blue font where the ampersand is a stylized symbol.


**Connecting More U.S. Residents to the Internet | AT&T**

AT&T is making wireline home Internet service more affordable for low-income households starting today through Access from AT&T, a new program designed to help bridge the digital divide.

[ABOUT.ATT.COM](http://ABOUT.ATT.COM)

Exhibit 9  
Tweet on Access from AT&T

Access from AT&T Twitter:

Sign up >

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Share a link with your followers

AT&T Setting Out to Connect More U.S. Residents to the Internet  
[http://about.att.com/story/connecting\\_more\\_us\\_residents\\_to\\_the\\_internet.html](http://about.att.com/story/connecting_more_us_residents_to_the_internet.html) via @sharethis

38

☐ Remember me · [Forgot password?](#)

New to Twitter?



Don't miss any updates from **ShareThis**. Get your account today to stay up-to-date with your interests!

[What is Twitter? Learn more.](#)

**Exhibit 9**

Access from AT&T Connected Nation Sample Email

[Click here](#) to view this message in a browser window.

**Home Internet  
for \$10 a month**

**access**  
from AT&T

[REDACTED]

Connected Nation is excited to announce the official launch of the [Access from AT&T](#) program! Eligible SNAP participants can go to [www.att.com/access](http://www.att.com/access) to check service availability at their address and complete the online application, or they can simply call 1-855-220-5211.

We appreciate your willingness to partner with us to make sure this program is accessible to your community members who will benefit the most from this affordable high-speed home Internet service. To support your community outreach efforts and help you spread the word, we are making the resources AT&T discussed available below:



**Electronic Materials to Share via Email, Social Media, E-Newsletter etc.**

Flyer ([English](#) and [Spanish](#) Version)

Customer FAQ ([English](#) and [Spanish](#) Version)

Access from AT&T Sample Application ([English](#) and [Spanish](#) Version)

Customer Checklist for Applications ([English](#) and [Spanish](#) Version)

[Poster](#)

[Twitter](#)

[Facebook](#)

[Email Verbiage](#) (Included in the Zip file are the html code, images used in the email, and an image of what the final product of the email should look like.)

Additional documents will be available over time at our partner portal <http://digitalyou.att.com/access-partners> and



**Handouts to Share in your Community**

If you need any of the materials mentioned above in print form to share in your community, we want to be sure to provide you the correct document(s) and the right number of them. For print collateral requests, we ask that you reply to this email and provide the information below. If calling us is easier, please contact us at [REDACTED] for [REDACTED] and [REDACTED] for [REDACTED].

In order to fulfill your request, we will require the following information:

**Name of Organization**

**Shipping Contact**

**Type of Collateral Requested**

**Number (Please specify language preferences if not English)**

**Shipping Address**



**Request for Event Speaker**

If you would like someone to come to an event to speak about the offer, or discuss holding an event to feature the offer, please respond to this email.

We look forward to working with you to bring Internet access to qualifying households and providing them access to a digital world full of possibilities. Please feel free to contact us about any needs or questions and to share your outreach activities and experience with us.



**CONNECTED  
NATION®**

**Exhibit 9**

Access from AT&T Everyone Sample Emails

6/2/2016

Email Announcement for Schools



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## Low Cost Internet Service for Students

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**EveryoneOn** <support@everyoneon.org>  
Reply-To: EveryoneOn <support@everyoneon.org>  
To: [REDACTED] <[REDACTED]>

Wed, Apr 13, 2016 at 9:11 AM

### Low Cost Internet for Students

Email not displaying correctly?  
[View it in your browser.](#)



---

Hello [REDACTED],

Nearly five million households with school-age children do not have Internet service at home. Lack of Internet service makes it difficult for students to complete homework, creating a “**homework gap**,” placing students without access at a disadvantage as compared to their peers who do have such access.

**EveryoneOn**, a national nonprofit working to ensure all students have access to Internet service at home, is pleased to inform you about an upcoming new low-cost wireline home Internet offer for your students and their families:



**Access from AT&T will launch April 22, 2016.** Qualifying households include those:

- With at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP);
- With an address in AT&T's 21-state service area, at which AT&T offers wireline home Internet service; and
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

AT&T will assign the fastest of these speed tiers available at the customer's address:

- 10 megabits per second, for \$10 per month.
- 5 megabits per second, for \$10 per month.
- 3 megabits per second, for \$5 per month.

And, there is **NO** Commitment, **NO** Deposit, **NO** Installation fee and **NO** Charge for in-home Wi-Fi Modem. This is a four-year program starting **April 22, 2016.**

Other requirements apply. Please visit [att.com/access](http://att.com/access) for more offer information.

We invite school districts to share this information with students and their families when the program launches on April 22, 2016. This can include:

- Including the program flyer in NSLP communications;
- Adding the program web link to the district website; and/or
- Coordinating onsite enrollment events or presentations during parent meetings.

Be on the lookout for more information about **Access from AT&T** in the coming days.

Also, join us on **Thursday, May 12, 2016, 11AM to 11:30AM EST**, or **Tuesday, July 12, 2016, 2PM to 2:30PM EST** for a webinar on the program and resources you can use to get the word out and help your



students and their families leverage the power of the Internet!

Register to attend a webinar (click on preferred date):

Thursday, May 12, at 11AM EST or Tuesday, July 12, at 2PM EST.

Sincerely,  
The EveryoneOn Team



*Copyright © 2016 EveryoneOn, All rights reserved.*  
You are receiving this email because of your support of EveryoneOn's mission.

**Our mailing address is:**  
EveryoneOn  
718 7th St. NW  
None  
Washington, DC 20001

[Add us to your address book](#)

[unsubscribe from this list](#)   [update subscription preferences](#)

6/2/2016

Email Sample for National and Local Organizations



Norma Fernandez <norma@everyoneon.org>

## EveryoneOn Update: New Affordable Internet Offer on Our Website

Norma E. Fernandez <norma@everyoneon.org>

Fri, Apr 29, 2016 at 10:57 AM

To: [REDACTED] <[REDACTED]>

Hi [REDACTED],

It's been a while since we spoke last summer. I hope this email finds you well.

I'm happy to share with you that we've added a new low-cost Internet service offer to our platform: [Access from AT&T](#). You may already have received information about AT&T's program (great!), if not, I'd like to share an overview:

Qualifying households include those:

- With at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP);
- With an address in AT&T's 21-state service area, at which AT&T offers wireline home Internet service; and
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

AT&T will assign the fastest of these speed tiers available at the customer's address:

- 10 megabits per second, for \$10 per month;
- 5 megabits per second, for \$10 per month; or
- 3 megabits per second, for \$5 per month.

And, there is NO Commitment, NO Deposit, NO Installation fee and NO Charge for in-home Wi-Fi Modem. This is four-year program commenced April 22, 2016. We are excited about adding this offer to our platform because it means there are additional affordable options for families, seniors, and others to access the Internet.

EveryoneOn will host a 30 min webinar on **Wednesday, June 15th, at 11AM EST** to discuss the Access from AT&T program in detail, walk through the online application, and share outreach and enrollment strategies. Join us and feel free to invite your colleagues, partner organizations or affiliates! Registration is required: [June 15th Webinar](#). In the meantime, check out [Access from AT&T](#) and [Access Partners](#) to learn more.

As always, we look forward to collaborating with you to ensure all people have access to Internet service. Please feel free to contact me if you have any questions.

Sincerely,  
Norma

--

Norma E. Fernandez  
Senior Director of Strategic Partnerships

[EveryoneOn](#)

O: [REDACTED]

M: [REDACTED]

6/2/2016

Enrollment Partner Email



Norma Fernandez <norma@everyoneon.org>

---

## [Test] EveryoneOn Updates & Webinar

---

EveryoneOn <norma@everyoneon.org>  
Reply-To: us5-8f9a0f2eb8-d89270398c@inbound.mailchimp.com  
To: "Dear Enrollment Parnters," <norma@everyoneon.org>

Wed, May 4, 2016 at 3:58 PM

EveryoneOn Updates & Webinar

Email not displaying correctly?  
[View it in your browser.](#)



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Dear Enrollment Partners,

For those of you I have not met, allow me to introduce myself--I'm Norma Fernandez, Senior Director of Strategic Partnerships at EveryoneOn. I was recently the Regional Manager in Los Angeles and now I will be working to improve our platform of Internet service and computer offers with the overall goal of accelerating and improving access to these essential tools. I'd like to share some exciting and important updates with you:

**Enhancing the Enrollment Partner Program**--As part of our mission to create a digitally inclusive society and commitment to organizations such as yours that have signed up to join us in this effort, we will be making the following enhancements:

- **Webinars** (first one is May 25, 2016)--We'll be hosting webinars on diverse

topics, such as outreach strategies to inform your communities about affordable options, best practices to facilitate Internet adoption, and much more.

- **Marketing Collateral**--We know flyers, postcards and other collateral are essential to get the word out. So, we'll be updating and refreshing the collateral currently made available through your Enrollment Partner portal for your use. Please look out for a message informing you of the updates.
- **Case Studies and Other Resources**--In an effort share what we've learned in the field and from collaborating with diverse organizations, we will be sharing case studies and other resources via the Enrollment Partner Portal.

And we continue to think about how to best make available data that is invaluable, such as traffic to your unique URL, number of people who enroll in an Internet service or purchase a computer as a result of your outreach efforts, and survey results. More to come on all the enhancements soon! And, of course, we welcome your feedback in the meantime.

**Access from AT&T**--Many of you may be familiar with the recent launch of [Access from AT&T](#). AT&T's new low-cost Internet service offer is in 21 states where wireline is available. Qualifying households include those:

- With at least one resident who participates in the U.S. Supplemental Nutrition Assistance Program (SNAP);
- With an address in AT&T's 21-state service area, at which AT&T offers wireline home Internet service; and
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

To learn if Access from AT&T is offered in your state visit [this coverage map](#). Please note that service availability is determined once the applicant submits their address as part of the application process. We invite you to learn more by visiting [Access from AT&T](#) and [Access Partners](#).

**May 25, 2016 Webinar**--We're hosting a webinar on Wednesday, May 25, 2016 at 11AM EST to discuss the Access from AT&T program in detail and effective outreach and enrollment strategies. If Access from AT&T is offered in your state, we invite you to register for the webinar: [Webinar Registration](#).

That's it for now! Thank you for your continued efforts and support to create a digitally inclusive society. Please feel free to contact me if you have any questions and I hope many of you will join us on the webinar!

Best,  
Norma E. Fernandez  
Senior Director of Strategic Partnerships



*Copyright © 2016 EveryoneOn, All rights reserved.*  
You are receiving this email because you signed up to be an Enrollment Partner.

**Our mailing address is:**

EveryoneOn  
718 7th St. NW  
None  
Washington, DC 20001

[Add us to your address book](#)

[unsubscribe from this list](#)   [update subscription preferences](#)

6/2/2016

Follow-up Email for Schools



# #1976 AT&T Followup

Submitted		Received via		Requester
June 2, 2016, 09:11		Web Form		[REDACTED] <[REDACTED]>
Status	Type	Priority	Group	Assignee
Solved	-	-	Support	Gisela

## Provider

N/A

**Gisela** Jun 2, 09:11  
McDonnell Elem School

**Gisela** Jun 2, 09:12

Hello [REDACTED],

Thank you for your time today.

As a follow-up to our conversation, I'm sending along the following information:

Visit the Access from AT&T program website at [www.att.com/access](http://www.att.com/access). Here you will find the offer specifications (price and speeds), FAQs, and the program application;

Explore the Access from AT&T partner portal <http://accesspartners.att.com/>. Find promotional material you can use, customer FAQ sheets, and digital literacy resources;

Consider these outreach strategies:

Include the program flyer in your NSLP (National School Lunch Program) packet mailing

Add the program web link to the district/school website

Email information to students/parents

Present information at parent meetings

Participate in a an informational webinar EveryoneOn is hosting to share how to best inform your students and families about the program. You can register by clicking on the link below:

Tuesday, July 12th, at 2PM EST <https://join.onstreammedia.com/register/access/registration-2>.

If you have any additional questions please reply to this email and I'll be happy to help.

Thank you,

Gisela

[support@everyoneon.org](mailto:support@everyoneon.org)

EveryoneOn

[www.everyoneon.org](http://www.everyoneon.org)

Support Software by **Zendesk**

Low Cost Internet for Students

Email not displaying correctly?  
[View it in your browser](#)



Hello << Test First Name >>,

Nearly five million households with school-age children do not have Internet service at home. Lack of Internet access makes it difficult for students to complete homework, creating a “**homework gap**,” placing students without access at a disadvantage as compared to their peers who do have such access.

**EveryoneOn**, a national nonprofit working to ensure all students have access to Internet service at home, is pleased to inform you about an upcoming new low-cost wireline home Internet offer for your students and their families:



**Access from AT&T will launch April 22, 2016.** Qualifying households include those:

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- With an address in AT&T’s 21-state service area, at which AT&T offers wireline home Internet service is available.
- Without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

AT&T will assign the fastest of these speed tiers available at the customer’s address:

- 10 megabits per second, for \$10 per month.
- 5 megabits per second, for \$10 per month.
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And, there is **NO** Commitment, **NO** Deposit, **NO** Installation fee and **NO** Charge for in-home Wi-Fi Modem. This is a four-year program starting **April 22, 2016**.

Other requirements apply. Please visit [att.com/access](http://att.com/access) for more offer information.

We invite school districts to share this information with students and their families when the program launches on April 22, 2016. This can include:

- Including the program flyer in NSLP communications;
- Adding the program web link to the district website; and/or
- Coordinating onsite enrollment events or presentations during parent meetings

Be on the lookout for more information about **Access from AT&T** in the coming days.

Also, join us on **Thursday, May 12, 2016, 10AM to 10:30AM CST**, or **Tuesday, July 12, 2016, 1PM to 1:30PM CST** for a webinar on the program and resources you can use to get the word out and help your students and their families leverage the power of the Internet! RSVP to attend a webinar **here** (inactive link).

Sincerely,  
The EveryoneOn Team



**Exhibit 9**

Access from AT&T Outreach Collateral (Arabic)





## قائمة بالمعلومات المطلوبة لاستكمال الطلب

### سؤال: ما هي المعلومات المطلوبة لاستكمال طلب الوصول من AT&T؟

جواب: من المهم ملء الطلب بالكامل وبدقة للمساعدة في التأكد من عدم حدوث تأخير في تأهيلك للبرنامج. رجاءً مراجعة التعليمات على الطلب بحرص.

#### مطلوب:

- ☐ اسم العميل (الشخص الذي يدفع الفاتورة)
- ☐ العنوان الذي تتركب فيه الخدمة
- ☐ (الشارع، رقم الشقة/ الوحدة (إذا انطبق)، المدينة، الولاية، الرمز البريدي)
- ☐ عنوان الفواتير العميل (إذا كان مختلفاً عن عنوان الخدمة)
- ☐ البريد الإلكتروني للعميل
- ☐ أرقام هواتف العميل (هاتف المنزل و/ أو الجوال)
- ☐ رقم الضمان الاجتماعي للعميل أو الرقم الضريبي أو الهوية القبلية
- ☐ تاريخ ميلاد العميل (الشهر/ اليوم/ السنة)
- ☐ اسم المشارك في برنامج SNAP المقيم في المنزل الذي تقدم فيه الخدمة (لاحظ: ليس بالضرورة أن يكون هذا الشخص نفس المقدم للخدمة).
- ☐ رقم الضمان الاجتماعي للمشارك في برنامج SNAP أو الرقم الضريبي أو الهوية القبلية أو دليل المشاركة في برنامج SNAP (انظر التفاصيل أدناه)

### سؤال: ما هو دليل المشاركة في برنامج SNAP الذي احتاج لتقديمه؟

جواب: لا بد من أن تقدم وثيقة تثبت أن شخصاً واحداً على الأقل يقيم في المنزل الذي تقدم فيه الخدمة يشارك في برنامج SNAP. (سوف تحتاج لإرفاق صورة من هذه الوثيقة عند التقديم عبر الإنترنت أو ترسلها بالبريد مع طلب التقديم).

- ☐ بطاقة SNAP تظهر اسم المشارك في برنامج SNAP (إذا لم تظهر بطاقة SNAP اسماً، سوف تحتاج لتقديم خطاب مشاركة أو منافع من مكتب برنامج SNAP المحلي)

#### أو

- ☐ خطاب مشاركة أو منافع من مكتب برنامج SNAP المحلي
- إذا لم يتوفر مع مشارك برنامج SNAP في منزلك بطاقة SNAP أو خطاب مشاركة أو منافع من مكتب برنامج SNAP المحلي، يرجى الطلب من المشارك الاتصال بمكتب SNAP المحلي للحصول على أحدهما
- انقر هنا للوصول إلى معلومات الاتصال بمكاتب SNAP المحلية

### سؤال: ماذا لو لم أكن مشاركاً في برنامج SNAP؟ كيف يمكنني الحصول على معلومات حول برنامج SNAP؟

جواب: للحصول على المزيد من المعلومات حول برنامج المساعدة في التغذية التكميلية (SNAP) وللتساؤل حول المنافع، انقر هنا للوصول إلى معلومات الاتصال بمكاتب SNAP المحلية.





## الأسئلة الشائعة

### تفاصيل البرنامج

#### ما هو برنامج Access من AT&T؟

يوفر برنامج Access من AT&T خيارًا منخفض التكلفة للاتصال السلكي المنزلي بالإنترنت والذي يستهدف المنازل ذوات الدخل المنخفض في 21 ولاية توفر فيها خدمات الاتصال السلكي المنزلي بالإنترنت. لتكون مؤهلاً، يجب أن يكون هناك شخص واحد على الأقل في عائلتك مشتركاً في برنامج المساعدة الغذائية التكميلية أو SNAP. كما توجد متطلبات أخرى لتحقيق الأهلية.

#### لماذا عليّ التقدّم بطلب المشاركة في برنامج Access من AT&T؟

يُمكن للاتصال بالإنترنت تغيير نمط الحياة. يُمكنك استخدام الإنترنت للتقدّم بالحصول على فرص عمل أو التواصل مع العائلة أو الأصدقاء أو البحث عن معلومة صحيحة أو اكمال دراستك عبر الإنترنت - وغير ذلك. إضافة لذلك، يُمكنك من خلال المشاركة ببرنامج Access من AT&T توفير المال من فاتورة الإنترنت! كما لن تدفع تكلفة مقابل التثبيت أو التشغيل - ولن تدفع ثمن مودم أو منفذ للاتصال بالإنترنت.

#### ما هي الفترة التي سيبقى فيها برنامج Access من AT&T صالحاً؟

سيستمر هذا العرض على مدى أربعة أعوام. سيبدأ في أبريل 2016 وينتهي في أبريل 2020. ستطلب منك AT&T إعادة توثيق مشاركتك في برنامج SNAP سنوياً. سيُمكن للمشاركين المؤهلين لبرنامج Access من AT&T بعد أبريل 2019 الاستمرار مع البرنامج لفترة 12 شهراً بدءاً من تاريخ تفعيل الخدمة.

### الخدمات والتسعير

#### ما هي سرعات الإنترنت المتوافر مع برنامج Access من AT&T؟

تتوافر ثلاث سرعات في هذا البرنامج. ستوفر لك AT&T أي من السرعات التالية لك 10 أو 5 أو 3 ميجابت بالثانية - وذلك وفق أسرع ما هو متاح لعنوانك.

#### هل السرعات المتوفرة ثلاثة فقط؟

إنّ سرعات البرنامج الثلاثة، 10 و 5 و 3 ميجابت بالثانية هي المتوفرة فقط في برنامج Access من AT&T. قد تتوافر سرعات أخرى للمكان الذي تعيش فيه، لكنك ستضطر حينئذ للخروج من البرنامج ودفع التكلفة العادية.

#### ما هي التكلفة الشهرية إن اشتركت مع برنامج Access من AT&T؟

توجد ثلاثة سرعات محتملة مع هذا البرنامج. في حال خُصّصت لك سرعة 10 أو 5 ميجابت في الثانية فستدفع 10 دولارات شهرياً فقط. في حال خُصّصت لك سرعة 3 ميجابت في الثانية فستدفع 5 دولارات شهرياً فقط. ستُخصّص لك أعلى السرعات الثلاثة المتوافرة في مكان سكنك. تُضاف الضريبة لكل التسعيرات.

#### هل سأحصل على مُخصّص من خدمة البيانات مع السرعة المخصّصة لي؟

من 2016/4/22 وحتى 2016/5/22، سوف تشمل الخدمة على كمية بيانات مسموح بها تبلغ 150 جيجابايت في الشهر أو 250 جيجابايت في الشهر بناء على نوع وسرعة الخدمة التي تتلقاها. بدءاً من 2016/5/23 وما بعد ذلك التاريخ، سوف تشمل الخدمة على كمية بيانات مسموح بها تبلغ 150 جيجابايت أو 300 جيجابايت في الشهر بناء على نوع وسرعة الخدمة التي تتلقاها. في حال تخطّيت الخطة الشهرية للبيانات المخصّصة لك، فستدفع 10 عن كل 50 جيجابايت إضافية تستعملها. للمزيد من المعلومات، زُر [att.com/internet-usage](http://att.com/internet-usage).

لنفترض أنّ سرعة 5 ميجابت في الثانية قد خُصّصت لي. هل يُمكنني التحوّل إلى سرعة 3 ميجابت في الثانية لأدفع 5 دولارات شهرياً عوضاً عن 10 دولارات؟ لا. ينطبق هذا البرنامج فقط على أعلى سرعات البرنامج المتوافرة في مكان سكنك. ستُخصّص هذه السرعة تلقائياً لك من قبل AT&T.



ماذا الذي تقصده بالضبط حين تقول خدمة الإنترنت المنزلي السلكي؟  
تُشير «خدمة الاتصال السلكي المنزلي بالإنترنت» لخدمة النطاق العريض السلكية المنزلية للاتصال بالإنترنت من AT&T والتي تُوفّر لمكان معي، عبر شريط أو سلك.

هل ينطبق هذا على خدمة الإنترنت اللاسلكية (الجوال)؟  
لا. ينطبق هذا العرض فقط على خدمة الاتصال بالإنترنت المنزلية السلكية في منطقة خدمة الولايات الـ 21 التابعة لشركة AT&T.

دُكر في بنود البرنامج أنّه يتضمّن الحصول على مودم لاسلكي منزلي من دون تكلفة إضافية. ماذا يعني ذلك؟  
تشمل خدمة Access من AT&T مودم أو منفذ اتصال لاسلكي والذي يُرسل إشارة واي فاي لاسلكية إلى داخل منزلك ممّا يزيد من مجال خدمة الاتصال اللاسلكي بالإنترنت. يُمكنك الاتصال بإشارة الواي فاي اللاسلكية هذه عبر عدد من الأجهزة المتّسقة مع واي فاي بما في ذلك: أجهزة الكمبيوتر المحمولة والهواتف الذكية وغيرها.

دُكر في بنود البرنامج أنّ خدمة Access من AT&T تشمل الاتصال بشبكة النقاط الساخنة الوطنية لإشارة واي فاي الخاصة بشركة AT&T ومن دون تكلفة إضافية. ماذا يعني ذلك؟  
يُمكنك الاتصال بآلاف نقاط واي فاي اللاسلكية الساخنة الخاصة بشركة AT&T من خلال أجهزتك في منزلك. لمزيد من التفاصيل ولتحديد نقاط واي فاي الساخنة الخاصة بشركة AT&T، زُر [www.attwifi.com](http://www.attwifi.com).

#### التوقيع للحصول على الخدمة

كيف أعرف إن كنت مؤهلاً لبرنامج Access من AT&T؟  
للتأكد من إمكانية مشاركتك في البرنامج، زُر [att.com/access](http://att.com/access) للتأكد من توافر الخدمة في مكان سكنك والتقدّم بطلب لمعرفة إن كانت عائلتك مؤهلة للحصول على الخدمة.

يجب أن يكون هناك شخص واحد على الأقل في عائلتك مشتركاً في برنامج المساعدة الغذائية التكميلية أو SNAP. كما يجب أن تعيش في واحدة من 21 ولاية توفّر فيها AT&T خدمة Access المنزلي السلكي بالإنترنت، كما يجب توافر واحدة من سرعات الإنترنت المقدّمة من AT&T في مكان سكنك.

كيف أعرف إن كنت في منطقة خدمات AT&T في الولايات الـ 21؟  
إنّ منطقة خدمات الولايات الـ 21 هي منطقة واسعة (تُعرف أيضاً بأثر القدم) وهي المناطق التي توفّر فيها AT&T الخدمات السلكية. يُمكنك رؤية خريطة لمنطقة الخدمات هذه عبر [www.att.com/local](http://www.att.com/local). قد يتفاوت توافر الخدمة الحقيقية وسرعتها وفقاً لعنوان سكن الشخص.

ما المعلومات التي يجب عليّ توفيرها للمشاركة في برنامج Access من AT&T؟  
عليك توفير العنوان الذي تريد تثبيت الخدمة فيه، المعلومات الشخصية للمتقدّم بطلب الخدمة (الاسم والعنوان البريدي والبريد الإلكتروني وتاريخ الولادة ورقم الضمان الاجتماعي أو الرقم الضريبي أو الهوية القبلية)، إلى جانب معلومات فرد العائلة المشارك ببرنامج SNAP (الاسم، تاريخ الولادة ورقم الضمان الاجتماعي أو الرقم الضريبي أو الهوية القبلية). كما سيُطلب منك توفير وثيقة أثبات مشاركتك في برنامج SNAP (بطاقة SNAP سارية المفعول تُظهر اسم المشارك ببرنامج SNAP أو رسالة المعونات الحالية من برنامج SNAP).

هل يُمكنني توفير هوية دافع الضرائب عوضاً عن رقم الضمان الاجتماعي؟  
يُمكنك توفير رقم الضمان الاجتماعي أو رقم هوية دافع الضرائب أو رقم الهوية القبلية.

هل يُمكنني التقدّم بطلب لبرنامج Access من AT&T في أي من فروع AT&T المحلية؟  
لا، لا يُمكن لفروع AT&T للبيع بالتجزئة من النظر في الطلبات المقدّمة لشركة AT&T. سيُمكنك الحصول على الطلب عبر [www.att.com/access](http://www.att.com/access) ومن ثم إرساله عبر الإنترنت أو البريد الإلكتروني. كما يُمكنك طباعة الطلب وإرساله عبر الفاكس أو البريد. في حال واجهت مشاكل مع طلبك، يُمكنك التواصل مع ممثل AT&T عبر الهاتف على رقم 855.220.5211 (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225)

هل عليّ دفع ودیعة للحصول على الخدمة؟  
الوديعة ليست ضرورية للحصول على خدمة إنترنت عبر برنامج Access من AT&T.

هل ستجري AT&T تقييماً مالياً حين أنقذم بطلب الحصول على الخدمة؟  
تخضع جميع الطلبات الجديدة للخدمات لتقييم مالي وذلك وفقاً لسياسة AT&T المعيارية. لن تُؤثّر نتائج التقييم المالي على قدرتك للحصول على خدمة إنترنت وفقاً لبرنامج Access من AT&T.



كيف سأعرف إن كنت قد تأهلت بعد توقيعي للحصول على العرض وتوفيري للمعلومات المطلوبة؟  
بعد تلقي ومعالجة طلبك، سنُرسل لك رسالة بالبريد تُفيد بحال طلبك. ستشمل هذه الرسالة التعليمات حول الخطوات التالية المرتبطة بمعالجة الطلب.  
لدي أكثر من حساب إنترنت مع AT&T. في حال الموافقة على مشاركتي في برنامج Access من AT&T، هل سيشمل هذا جميع حسابات الإنترنت الخاصة بي؟  
لا. لا يمكن شمل أكثر من حساب إنترنت واحد من AT&T لكل منزل ضمن برنامج Access من AT&T. عليك اختيار أي حساب تريد شمله.

متى تبدأ خدمة برنامج Access من AT&T في حال الموافقة عليها؟  
تبدأ خدمتك وفقاً لهذا البرنامج عند اتمام طلب Access من AT&T الخاص بك. قد يكون ذلك في نفس اليوم الذي تتصل فيه لتفعيل الخصم الخاص بك (إن كانت لديك خدمة حالية من AT&T) أو في يوم آخر (إن كنت أسست خدمة الاتصال السلكية مؤخراً). سيُخبرك ممثل خدمة الزبائن عن تاريخ تفعيل خدمتك حين تتصل لأجل تقديم طلبك.

لديّ حالياً باقة خدمات من AT&T. في حال حصلت على الخدمة عبر برنامج Access من AT&T، فهل سيبقى سعر الباقة نفسه للمنتجات الأخرى؟  
يُمكنك الاحتفاظ بسعر الباقة الخاصة بخدمات AT&T الأخرى حتى وإن غيّرت خدمة الإنترنت الخاصة بك لبرنامج Access من AT&T. للحصول على تفاصيل كاملة، يُرجى الاتصال بممثل AT&T عبر الهاتف على رقم 855.220.5211 (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225)

هل ستكون مشاركتي المستمرة مضمونة؟  
سيكون بإمكانك الاستمرار بالمشاركة خلال سريان العرض طالما أنّ منزلك مستمر في تحقيق متطلبات العرض. سيُطلب منك إعادة تأكيد تحقيقك لمتطلبات التأهل سنوياً.

كيف سأعرف متى عليّ إعادة تأكيد تحقيقي لمتطلبات التأهل؟  
سنُخبرك قبل عدّة أسابيع من التاريخ النهائي لإعادة تأكيد المعلومات كما سنُرسل لك رسالة تذكير واحدة على الأقل. سيُطلب منك قبل الموعد النهائي إعادة تأكيد تحقيقك لمتطلبات المشاركة في برنامج Access من AT&T. في حال عدم انجارك للخطوات المطلوبة وضمن التاريخ المحدد وفي حال عدم اخطارنا بنية الغاءك للخدمة، فسنوقف الخصم المخصّص للبرنامج ونرسل لك فاتورة بأسعار السوق الحالية.

ماذا سيحدث إن لم أعد أوّمن متطلبات التأهل؟  
في حال وجدنا أنّك لم تعد تؤمّن متطلبات المشاركة في برنامج Access من AT&T فسنوقف خصم البرنامج الخاص بك وسنُرسل لك فاتورة بالتسعيرة العادية لخدمة الإنترنت الخاصة بك إلا إذا: طلبت منا إلغاء الخدمة أو توفير الوثائق التي تُثبت أنّك قد أمّنت المتطلبات.

ماذا لو لم أنجح في اتمام عملية التأكيد السنوية الخاصة ببرنامج Access من AT&T في مرحلة ما؟ هل سيُمكنني إعادة التقدّم بطلب مجدداً؟  
سنُخبرك مسبقاً بتاريخ إعادة تأكيد المعلومات. في حال عدم انجارك للخطوات المطلوبة وضمن التاريخ المحدد وفي حال عدم اخطارنا بنية الغاءك للخدمة، فسنوقف الخصم المخصّص للبرنامج ونرسل لك فاتورة بأسعار السوق الحالية. سيُمكنك معاودة المشاركة في البرنامج في تاريخ لاحق إن أردت ذلك. لكن، سيكون عليك ارسال طلب جديد واتباع خطوات عملية التسجيل الأولى عيناها.

سينتقل الفرد الوحيد المشارك في برنامج SNAP من منزلي قبل تاريخ إعادة تأكيد المعلومات. هل سيبقى بإمكانني الاستمرار بالمشاركة في برنامج Access من AT&T؟  
يتطلّب برنامج Access من AT&T توفير متطلبات للتأهل في جميع الأوقات، علماً بأن وجود شخص مشارك في برنامج SNAP في منزلك يُعد ضرورياً للاستمرار في المشاركة ببرنامج Access من AT&T. في حال عرفنا أنّ الشخص المشارك في SNAP والذي استعملت معلوماته للمشاركة في البرنامج لم يعد موجوداً في منزلك، فسنعطيك فرصة كي:

- توفر الوثائق التي تُظهر وجود شخص آخر في منزلك مشارك في برنامج SNAP أو
- نخطركنا بنيتك لإلغاء خدمة الإنترنت الخاصة بك أو
- لا تفعل شيئاً وبالتالي سنضطر لوقف الخصم الخاص بالبرنامج وارسال فاتورة لك وفقاً للتسعيرة العادية.



هل سيُطلب منّي التسجيل في نظام الفاتورة عبر الإنترنت لكي أشارك في برنامج Access من AT&T؟  
لا، الفاتورة عبر الإنترنت ليست ضرورية.

أنا مستفيد من المنافع حسب برنامج دخل الضمان التكميلي في كاليفورنيا (SSI) وغير مسموح لي بالمشاركة في برنامج المساعدة في التغذية التكميلية (SNAP).  
هل من الممكن أن أتأهل لبرنامج Access الذي تقدمه شركة AT&T؟  
بموجب قانون كاليفورنيا، لا يسمح للمستفيدين من برنامج دخل الضمان التكميلي في كاليفورنيا بطلب منافع برنامج المساعدة في التغذية التكميلية. ولأن المشاركة في برنامج المساعدة في التغذية التكميلية من متطلبات التأهيل لبرنامج Access الذي تقدمه شركة AT&T، فإن المستفيدين من المنافع حسب برنامج دخل الضمان التكميلي في كاليفورنيا لن يتأهلوا للبرنامج. وفي سياق هذا الموقف، قررت شركة AT&T أن تشمل المشاركة في برنامج دخل الضمان التكميلي في كاليفورنيا كبديل لمتطلب الأهلية لبرنامج المساعدة في التغذية التكميلية للمشاركة في برنامج Access الذي تقدمه شركة AT&T. وهذا يعني أن المشاركين في برنامج دخل الضمان التكميلي في كاليفورنيا سوف يتمكنون من المشاركة في برنامج Access الذي تقدمه شركة AT&T بشرط استيفاء جميع المتطلبات الأخرى للبرنامج.

#### الرجاء ملاحظة:

- لن تتمكن شركة AT&T من النظر في طلبات المشاركين في برنامج دخل الضمان التكميلي في كاليفورنيا فور بدء برنامج Access الذي تطلقه شركة AT&T في 22 أبريل. إذ ننظر حالياً في توقيت النظر في هذه الطلبات أثناء عملنا على تطوير عمليات تسمح لنا بمد العرض في أسرع وقت ممكن.
- لن تتمكن من وقف النظر في الطلبات المبكرة التي يتم تقديمها مع وثائق برنامج دخل الضمان التكميلي في كاليفورنيا.
- لا يوجد فترة للالتزام بالخدمات المقدمة بموجب برنامج Access من AT&T. يمكن للعملاء الإلغاء في أي وقت من خلال الاتصال بالرقم الموجود على الفاتورة أو من خلال الاتصال مركز اتصال برنامج Access من AT&T على رقم 855.220.5211. (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225)

#### التثبيت

هل سيحضر شخص إلى منزلي لتثبيت الخدمة؟

سُرسل لك AT&T مجموعة أدوات ذاتية التثبيت مع دليل خطوات مفصّل، هذا ما سيسهّل اتمام عملية التثبيت بنفسك. إن احتجت لمساعدة إضافية بعد محاولتك تنفيذ التثبيت الذاتي، يُمكنك طلب حضور فنيّ (بدون تكلفة) لمساعدتك في عملية التثبيت.

في حال احتجت للاتصال بفنيّ كي يُساعدني في عملية التثبيت في منزلي، هل ستكون هناك تكلفة لذلك؟

لا، لن تكون هناك أي تكلفة لذلك. سُرسل لك AT&T مجموعة أدوات ذاتية التثبيت مع دليل خطوات مفصّل. يُمكن للعملاء في أغلب الأحيان اتمام عملية التثبيت وحدهم. إن احتجت لمساعدة إضافية بعد محاولتك تنفيذ التثبيت الذاتي، يُمكنك طلب حضور فنيّ لمساعدتك في عملية التثبيت.

#### أسئلة وموارد أخرى

إذا انتقل عميل إلى عنوان مختلف بينما يتلقون الخدمة بموجب برنامج Access من شركة AT&T، هل يطلب منهم إعادة توثيق التأهيل للبرنامج؟

ينبغي للعميل الحالي لبرنامج Access من AT&T الذي ينتقل إلى عنوان جديد أن يتلقى المساعدة حول هذا الأمر من مركز اتصال برنامج Access من AT&T على الرقم 855.220.5211 (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225) لضمان بقاء الخصم على الحساب. إعادة التأهيل غير مطلوبة عند تغيير عنوان الخدمة ما لم يكن العميل في فترة إعادة التأهيل السنوية.

هل يمكن إلغاء الخدمات المقدمة بموجب برنامج Access من AT&T خلال نفس العام الذي تشترك فيه الأسرة؟ ما المطلوب للإلغاء؟

لا يوجد فترة للالتزام بالخدمات المقدمة بموجب برنامج Access من AT&T. يمكن للعملاء الإلغاء في أي وقت من خلال الاتصال بالرقم الموجود على الفاتورة أو من خلال الاتصال مركز اتصال برنامج Access من AT&T على الرقم 855.220.5211. (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225)

إذا فصل العميل الخدمة المقدمة بموجب برنامج Access من AT&T، هل يطلب منهم إعادة المودم أو معدات الاتصال؟ هل هناك رسم لعدم إعادة المعدات؟

ينبغي للعملاء الاتصال بمركز اتصال برنامج Access من AT&T على الرقم 855.220.5211 (أو للمساعدة باللغة الأسبانية، اتصل بالرقم 855.220.5225) لتأكيد متطلبات إعادة المعدات المرتبطة بالحساب. قد تنطبق رسوم عند عدم القدرة على الالتزام بمتطلبات إعادة المعدات.



### كيف أعرف إن كنت مُشاركًا في برنامج SNAP؟

كان يُعرف برنامج المعونة الغذائية التكميلية فيما مضى باسم برنامج طابع الغذاء. إنَّه برنامج وطني، لكن كل ولاية تدير هذا البرنامج نيابة عن الحكومة الفيدرالية. في حال تلقيت معونة غذائية عبر حكومتك المحلية (بطاقة تحويل المزايا الالكترونية أو بطاقة الغذاء)، فمن المرجح أنك مشارك في برنامج SNAP.

### كيف أشارك في برنامج المساعدة الغذائية التكميلية؟

اذهب إلى موقع USDA SNAP عبر الرابط [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply)، ستجد هناك تعليمات كيفية التقدم للبرنامج.

### أنا عميل حالي مع Lifeline وأحصل على خدمة هاتف سلكي في منزلي خاضعة لخصم من AT&T. هل سيستبدل برنامج Access من AT&T خدمة Lifeline؟

يوفر برنامج Access من AT&T خدمة إنترنت سلكية مخفضة؛ في حين توفر Lifeline خدمة هاتفية مخفضة. إن برنامج Access من AT&T و Lifeline برنامجان منفصلان ولكل منهما متطلبات خاصة به. قد يُمكنك الحصول على خدمات مخفضة من برنامجي Access من AT&T و Lifeline. كما قد تكون مؤهلاً للمشاركة في برنامج دون الآخر. لمزيد من التفاصيل عن Lifeline، زُر الرابط التالي [www.att.com/lifeline](http://www.att.com/lifeline).

### أنا مستخدم جديد للإنترنت ولست متأكدًا من كيفية البدء. هل لديكم أي موارد لمساعدتي؟

وفرت AT&T مجموعة أدوات قيمة لمستخدمي الإنترنت المبتدئين وأطلقت عليها اسم Digital You. سواء كنت تبحث عن كمبيوتر منخفض التكلفة للاتصال بالإنترنت من منزلك أو أنَّ ولدك بدأ باستكشاف الإنترنت بهدف اتمام فروضه المنزلية أو أنك تريد تعزيز مهاراتك على الإنترنت فيما يخص دفع الفواتير وإيجاد فرص العمل—فإن Digital You ستوفر لك المساعدة الضرورية! زُر [www.digitalyou.att.com](http://www.digitalyou.att.com) للتعلم كيفية زيادة ثقتك بنفسك ومهاراتك وتعزيز خصوصيتك وأمنك عند الاتصال بالإنترنت.





# إنترنت منزلي اقتصادي. فرص لا تصدق.

إنترنت لقاء 10 دولارات فقط

access  
from AT&T

العالم الرقمي مليء بالفرص. تسهل شركة AT&T الاتصال بالأصدقاء والأهل وما يهمننا. إذا كان أحد أفراد عائلتك مشاركًا في برنامج **SNAP**\*, فقد تكون مؤهلاً للحصول على خدمة الإنترنت المنزلي بسرعة 10 ميجابايت في الثانية لقاء سعر منخفض يبلغ 10 دولارات.\*\*

الوصول من AT&T يدخلك الإنترنت حتى تتمكن من:

- القيام بالواجب المنزلي
- البحث عن الوظائف
- دفع الفواتير
- الوصول للأخبار والمعلومات والترفيه

والمزيد!

بالإضافة إلى عدم وجود عقد وعدم دفع ودیعة وعدم وجود رسوم تركيب.

الوصول للوای فاي المنزلي ونقاط واي فاي حول الدولة من AT&T - متوفرة دون تكلفة إضافية.†

تنطبق متطلبات أخرى للتأهل.

تفضل بزيارة [att.com/access](http://att.com/access) للحصول على

معلومات كاملة وطريقة التقديم.

أو اتصل بالرقم 1-855-220-5211



\* برنامج المساعدة للتغذية التكميلية. \*\* متاح فقط في 21 ولاية تغطيها خطوط AT&T قد يتم توفير سرعات أقل (5 ميجابايت في الثانية لقاء 10 دولارات / شهرًا أو 3 ميجابايت في الثانية لقاء 5 دولارات / شهرًا) بناءً على التوفر في عنوانك. تمثل سرعات الإنترنت أقصى قدرات سرعة الخدمة من الشبكة. قد تتفاوت سرعة العمل الفعلية بناءً على عوامل تشمل زيارات الموقع وقدرته وموفر المحتوى وعوامل إدارة الشبكة الداخلية وقدرات الجهاز ولا يتم ضمانها. للمزيد من المعلومات، تفضل بزيارة [att.com/speed101](http://att.com/speed101). الأسعار لا تشمل الضرائب. سوف تشمل الخدمة حد شهري من البيانات من 2016/4/22 وحتى 2016/5/22، سوف تشمل الخدمة على كمية بيانات مسموح بها تبلغ 150 جيجابايت أو 250 جيجابايت في الشهر بناءً على نوع وسرعة الخدمة التي تتلقاها. بدءًا من 2016/5/23 وما بعد ذلك التاريخ، سوف تشمل الخدمة على كمية بيانات مسموح بها تبلغ 150 جيجابايت أو 300 جيجابايت في الشهر بناءً على نوع وسرعة الخدمة التي تتلقاها. إذا تخطيت الحد الشهري المسموح به لخطتك الشهرية، سوف يحسب عليك 10 دولارات تلقائيًا عن كل 50 جيجابايت من استخدام البيانات الزائد عن خطة بياناتك حتى لو استخدمت أقل من 50 جيجابايت. للمزيد من المعلومات، تفضل بزيارة [att.com/internet-usage](http://att.com/internet-usage). مطلوب جهاز به واي فاي. تنطبق قيود أخرى. † حقوق الملكية الفكرية لعام 2016 محفوظة لشركة AT&T. جميع الحقوق محفوظة. AT&T وشعار AT&T وغيرها من العلامات الموجودة هنا عبارة عن علامات تجارية تخضع للملكية الفكرية لشركة AT&T أو الشركات التابعة لها.



## (طلب خدمة إنترنت منزلي منخفض التكلفة) جميع الحقوق مطلوبة للنظر في الطلب

هذا الطلب الموقع مطلوب للموافقة على مشاركتك في برنامج الوصول من AT&T. يستخدم هذا النموذج فقط لغرض تأكيد الأهلية للبرنامج ولن يستخدم في أي أغراض أخرى. يرجى الكتابة بخط واضح كبير بالحبر الأسود أو الأزرق فقط. عند استكمال النموذج، أرسله بالبريد مع نسخ من دليل الأهلية إلى: Access from AT&T, PO Box 5030, Charleston, IL 61920-5030 أو يمكنك إرسال النموذج بالبريد الإلكتروني مع نسخ دليل الأهلية إلى: [ATTaccess@solixinc.com](mailto:ATTaccess@solixinc.com) 1-855-933-2423

اسم مقدم الطلب: \_\_\_\_\_ الاسم الأوسط: \_\_\_\_\_ اسم العائلة: \_\_\_\_\_  
عنوان الخدمة (الشارع، رقم الشقة): \_\_\_\_\_ المدينة: \_\_\_\_\_ الولاية: \_\_\_\_\_ الرمز البريدي: \_\_\_\_\_  
عنوان البريد (رقم صندوق البريد، الشارع، رقم الشقة): \_\_\_\_\_ المدينة: \_\_\_\_\_ الولاية: \_\_\_\_\_ الرمز البريدي: \_\_\_\_\_  
تاريخ ميلاد: \_\_\_\_\_ آخر أربعة أرقام من رقم الضمان الاجتماعي: \_\_\_\_\_  
مقدم الطلب: \_\_\_\_\_  
البريد الإلكتروني: \_\_\_\_\_ رقم الهاتف المنزلي: \_\_\_\_\_ رقم الهاتف المحمول: \_\_\_\_\_  
(اكتب البريد الإلكتروني للشخص المستفيد من منافع برنامج SNAP إذا كان مختلفًا عن مقدم الطلب).  
الشخص المستفيد من منافع برنامج SNAP (اكتب الاسم إذا كان مختلفًا عن مقدم الطلب).  
الاسم الأول: \_\_\_\_\_ الحرف الأول من الاسم الأوسط - اسم العائلة: \_\_\_\_\_  
تاريخ الميلاد: \_\_\_\_\_ آخر أربعة أرقام من رقم الضمان الاجتماعي: \_\_\_\_\_

### لا بد من إرفاق الوثائق التالية لاستكمال الطلب

صورة (لن تعاد الوثائق الأصلية) واحدة أو أكثر من الوثائق التالية التي تثبت مشاركة منزلك في برنامج SNAP وترسل مع الطلب.

- بيان منافع السنة الحالية من برنامج SNAP بما في ذلك اسم الشخص المستفيد من منافع برنامج SNAP على البيان
- خطاب إشعار بالمشاركة من برنامج SNAP بما في ذلك اسم الشخص المستفيد من منافع برنامج SNAP على الخطاب
- وثيقة مشاركة في البرنامج تثبت منافع برنامج SNAP - على سبيل المثال، بطاقة إلكترونية لتحويل منافع برنامج SNAP تشمل اسم الشخص المستفيد من منافع برنامج SNAP على البطاقة

### التوثيق

بالإضافة إلى قبول شروط خدمة الإنترنت عالي السرعة أثناء عملية التسجيل للخدمة، بطلب منك برنامج الوصول من AT&T توثيق أنك أنت أو أحد أفراد أسرتك يشارك في برنامج SNAP وأن المعلومات والوثائق التي قدمتها مع الطلب حقيقية وصحيحة وأنك قرأت وافقت على الشروط التالية الإضافية للخدمة:

برنامج الوصول من AT&T عبارة عن برنامج يوفر خدمة الإنترنت المنزلي للأسر المؤهلة بوجود مقيم واحد على الأقل يشارك في برنامج المساعدة في التغذية التكميلية في الولايات المتحدة (SNAP) مع وجود عنوان في منطقة الخدمة التي تغطيها AT&T في 21 ولاية تقدم فيها AT&T خدمة الإنترنت المنزلي. يجب ألا تكون الأسر المؤهلة لمدينة لشركة AT&T بأي دين عن خدمة الإنترنت الثابتة في خلال آخر 6 أشهر أو أي دين قائم بسبب هذا البرنامج.

هذا البرنامج يستمر لمدة 4 سنوات ويبدأ في 22 أبريل 2016. من يقدمون للخدمة في 4 سنوات مؤهلون لتلقي السعر المخفض لمدة أقصاها 12 شهرًا.





# SAMPLE

access  
from AT&T

## (طلب خدمة إنترنت منزلي منخفض التكلفة)

قد تتفاوت سرعة وتوفر خدمة الإنترنت المنزلي منخفض التكلفة حسب العنوان. سوف توفر لك شركة AT&T أكبر السرعات\* المتوفرة في مكان إقامتك: 10 ميغابت في الثانية لقاء 10 دولارات في الشهر أو 5 ميغابت في الثانية لقاء 10 دولارات في الشهر أو 3 ميغابت في الثانية لقاء 5 دولارات في الشهر.\*\* إذا لم تتوفر أي من السرعات أعلاه لأسباب فنية في عنوانك، لن تتمكن من المشاركة في برنامج الوصول من AT&T.

يطلب منك هذا البرنامج إعادة تأكيد استيفاء متطلبات التأهل سنوياً. سوف تخترك AT&T مقدماً بموعد إعادة التوثيق السنوي. في حال عدم استكمال الخطوات المطلوبة وضمن التاريخ المحدد وفي حال عدم إخطارنا بنية إلغاءك للخدمة، فسنوقف الخصم المخصص للبرنامج ونرسل لك فاتورة بأسعار السوق الحالية.

يجب أن يكون هناك شخص واحد على الأقل في عائلتك مشتركاً في برنامج SNAP خلال فترة توفير خدمة الوصول من AT&T. إذا علمنا أن الشخص المشارك في برنامج SNAP والذي استعملت معلوماته للمشاركة في البرنامج لم يعد موجوداً في منزلك، فسوف تعطيك شركة AT&T فرصة كي توفر الوثائق التي تُظهر مشاركتك أنت أو شخص آخر في منزلك مشارك في برنامج SNAP. في حال عدم استكمال الخطوات المطلوبة وضمن التاريخ المحدد وفي حال عدم إخطارنا بنية إلغاءك للخدمة، فسنوقف الخصم المخصص للبرنامج ونرسل لك فاتورة بأسعار السوق الحالية.

يسمح بخط اتصال مخفض بالإنترنت للمنزل. (المنزل المؤهل يشمل كل شخص يعيش في عنوانك بما في ذلك الأطفال والأشخاص المرتبطين بك).

**بتوقيع هذا الطلب، توثق بأنك:** قرأت وفهمت الحقائق المذكورة أعلاه وأنت أو فرد من اسرتك يشارك في برنامج SNAP وأن المعلومات والوثائق المقدمة مع الطلب حقيقية وصحيحة.

توقيع مقدم الطلب: \_\_\_\_\_ التاريخ: \_\_\_\_\_  
توقيع الشخص المؤهل لمنافع برنامج SNAP: \_\_\_\_\_ التاريخ: \_\_\_\_\_  
(إذا كان مختلفاً عن مقدم الطلب)

كيف سمعت عن البرنامج؟ (اختر كل ما ينطبق).

- ☐ الإدارة التعليمية
- ☐ الراديو أو التلفزيون أو إعلان مطبوع
- ☐ فعالية أو حدث في الولاية أو المجتمع
- ☐ البريد أو البريد الإلكتروني
- ☐ منظمة وطنية
- ☐ صديق أو قريب
- ☐ من أشخاص على موقع أو في فعالية

\* تمثل سرعات الإنترنت أقصى قدرات سرعة الخدمة من الشبكة. قد تتفاوت سرعة المعيل الفعلية بناء على عوامل تشمل زيارات الموقع وقدرة موثر المحتوى وعوامل إدارة الشبكة الداخلية وقدرات الجهاز ولا يتم ضمانها. للمزيد من المعلومات، تفضل بزيارة [att.com/speed101](http://att.com/speed101)

\*\* جميع الأسعار بالإضافة للضرائب. سوف تشمل الخدمة حد شهري من البيانات (سواء 150 جيجا بايت/شهرياً أو 250 جيجا بايت/شهرياً) بناء على نوع وسرعة الخدمة التي تتلقاها. إذا تخطيت الحد الشهري المسموح به لخطك الشهرية، سوف يحتسب عليك 10 دولارات تلقائياً عن كل 50 جيجا بايت من استخدام البيانات الزائد عن خطة بياناتك حتى لو استخدمت أقل من 50 جيجا بايت. للمزيد من المعلومات، تفضل بزيارة [att.com/internet-usage](http://att.com/internet-usage).



**Exhibit 9**

Access from AT&T Outreach Collateral (Chinese)



## 完成申請所需資料檢核表

**問題：我需要什麼資料來申請 AT&T Access？**

**答案：**您必須完整和正確地填寫申請書，以幫助確保申請方案得到及時批准，不會延誤。請仔細閱讀申請書上的說明。

### 必填資料：

- ☐ 客戶姓名 (付帳人姓名)
- ☐ 服務安裝地址  
(街道、公寓號碼/單元號碼 (如適用)、市、州、郵遞區號)
- ☐ 客戶帳單地址 (如果與服務安裝地址不同)
- ☐ 客戶電子郵件地址
- ☐ 客戶電話號碼 (住家電話和/或手機)
- ☐ 客戶的社會安全號碼、納稅人 ID, 或部落 ID
- ☐ 客戶出生日期 (月 / 日 / 年)
- ☐ 住在服務安裝地址的 SNAP 參與者姓名 (注意：不必與服務申請人相同。)
- ☐ SNAP 參與者的社會安全號碼、納稅人 ID, 或 SNAP 參與的部落 ID 證明 (詳見下文)

**問題：我需要提供什麼樣的 SNAP 參與證明？**

**答案：**您必須提出文件證明未來服務安裝地址至少住了一位 SNAP 參與者。(上網申請時，請檢附本文件的圖片；如果郵寄申請，請檢附本文件的副本。)

- ☐ 顯示 SNAP 參與者姓名的 SNAP 卡  
(如果 SNAP 卡上沒有姓名，請您提供當地 SNAP 辦公室發給的 SNAP 參與證或受益信函)

或

- ☐ 當地 SNAP 辦公室發給的 SNAP 參與證或受益信函
  - 如果住在您家裡的 SNAP 參與者沒有 SNAP 卡或受益信函，請參與者聯繫當地 SNAP 辦公室索取
  - [點選此處](#)尋找當地 SNAP 辦公室的聯絡資訊

**問題：如果我不是 SNAP 參與者，該怎麼辦？我如何取得 SNAP 方案的資訊？**

**答案：**有關補充營養援助計劃 (SNAP) 及其福利的資訊，請[點選此處](#)尋找當地 SNAP 辦公室的聯絡資訊。





## 常問問題解答



### 方案詳情

#### 什麼是 AT&T Access 方案？

AT&T Access 方案是我們在有線家庭網路服務的 21 個州提供低收入家庭存取有線家庭網路的一個低成本選項。要符合資格，您的家庭裡至少必須有一個人參與「補充營養援助計劃」或稱 SNAP。亦適用其他資格條件。

#### 我為什麼要申請參加 AT&T Access 方案？

接觸網際網路可以改變生活。您可以使用網際網路來求職、聯繫家人和朋友、研究健康資訊、完成線上教育等等。更好的是，參加 AT&T Access 方案可以為您節省網路費用！此外，您不必支付安裝或啟動費用，或是支付數據機或通訊閘的費用。

#### AT&T Access 方案將推出多長時間？

此項優惠有效時間為四年。從 2016 年 4 月開始，一直到 2020 年 4 月為止。AT&T 會請您每年重新驗證 SNAP 參與。2019 年 4 月以後才符合 AT&T Access 方案資格的參與者可以從啟用日起參與本方案 12 個月。

### 服務和定價

#### AT&T Access 方案提供哪些上網速度？

本方案提供三種速度層級。AT&T 將分配給您 10 Mbps、5 Mbps 或 3 Mbps 的速度 – 取決於您地址的最快可用速度。

#### 只有三種速度可供使用嗎？

AT&T Access 方案只提供 10 Mbps、5 Mbps、或 3 Mbps 三種速度層級。您所住的地方或許有其它速度可供使用，但是您必須退出本方案並支付正常費率。

#### 如果我參加 AT&T Access 方案，每個月的費率是多少？

有三種可能的方案速度層級。如果分配給您 10 Mbps 或 5Mbps 的速度層級，每月只需繳交 \$10。如果分配給您 3Mbps，每月只需繳交 \$5。分配給您的一定是您居住地的三種速度層級最快者。所有定價均不含稅。

#### 我的速度層級會搭配數據額度嗎？

我們的服務將包括月數據額度（每月數據量 150 GB 或每月數據量 250 GB），視您接受的服務類型和速度而定。如果您超過每月數據計劃額度，每超過 50 GB 將加收 \$10 的數據使用費。如需進一步資訊，請上網至 [att.com/internet-usage](http://att.com/internet-usage) 洽詢。

#### 假設分配給我的速度是 5Mbps。我可以換成 3 Mbps，以便將每月帳單降為 \$5，而不是 \$10 嗎？

不行。本方案僅採用您居住地的三種方案速度層級最高者。AT&T 會自動分配此速度給您。

#### 有線家庭網路服務到底是什麼意思？

「有線家庭網路服務」是指 AT&T 的有線寬頻網路存取服務，透過實體電線或電纜傳送到固定位置的服務。

#### 此優惠是否適用於無線（移動）網路服務？

否。此優惠僅適用於 AT&T 的 21 州有線家庭網路服務區。

#### 方案宣傳資料說，會免費提供一個家庭 Wi-Fi 數據機。這是什麼意思？

AT&T Access 服務包括一個能在您家中發射無線 Wi-Fi 信號的數據機或通訊閘，讓您擴展有線網路服務的覆蓋面。您可以在各種 Wi-Fi 兼容裝置上（包括：筆記型電腦、平板電腦、智能手機等等）存取此無線 Wi-Fi 信號。



方案宣傳資料說, AT&T Access 服務包括免費存取 AT&T 全國各地的 Wi-Fi 熱點網絡。這是什麼意思?

AT&T Access 包括 AT&T 的 Wi-Fi 基本服務, 客戶不必另外付費。離家在外時, 您可以將具有 Wi-Fi 功能的裝置連接到 AT&T 在全國各地的 Wi-Fi 熱點。要了解更多細節並找到 AT&T 的 Wi-Fi 熱點, 請訪問 [att.com/shop/wireless/wifi](http://att.com/shop/wireless/wifi)。

## 服務簽約

我如何知道自己有無資格參加 AT&T Access 方案?

要知道您自己能否參加本方案, 請於 2016 年 4 月 22 日之後訪問 [att.com/access](http://att.com/access) 查看您的居住地是否提供此服務, 並提交申請書, 看看您的家庭是否符合資格。

您家至少要有一個人是補充營養援助計劃 (或 SNAP) 參與者。您必須居住在 AT&T 提供有線家庭網路服務的 21 州之一, 而且您所在的地址必須至少有一種 AT&T Access 上網速度層級。

我如何知道自己是否住在 AT&T 的 21 州服務區內?

21 州服務區是指 AT&T 提供有線服務的廣泛區域 (也稱為足跡)。您可以上網到 [att.com/local](http://att.com/local) 查看這個服務區的地圖。實際可用的服務和上網速度可能因個別地址而異。

我需要提供哪些資訊, 以便參加 AT&T Access 方案?

您需要提供安裝服務的地址、服務申請人的資料 (姓名、郵寄地址和電子郵件地址、出生日期、社會安全號碼或納稅人 ID 或部落 ID) 和家庭內 SNAP 方案參與者的資料 (姓名、出生日期、社會安全號碼或納稅人 ID 或部落 ID)。您還需要提供參與 SNAP 方案的證明文件 (顯示 SNAP 參與者姓名的有效 SNAP 卡或當前的 SNAP 受益信函)。

我可以提供納稅人 ID 來代替社會安全號碼嗎?

您可以提供社會安全號碼、納稅人 ID 號碼, 或部落 ID 號碼。

我可以在本地的 AT&T 商店申請 AT&T Access 方案嗎?

否。AT&T 零售商店無法處理 AT&T Access 申請或訂單。從 2016 年 4 月 22 日開始, 您可以在 [att.com/access](http://att.com/access) 辦理申請並在網上或透過電子郵件提交申請表。您也可以列印表格, 然後傳真或郵寄。如果您在申請時遇到困難, 請與 AT&T 代表聯繫, 電話號碼將在 4 月 22 日之後公布於 [att.com/access](http://att.com/access) 網站上。

我需要先繳交訂金以取得服務嗎?

AT&T Access 方案不要求您繳交訂金。

在我申請服務時, AT&T 會進行信用檢查嗎?

AT&T 標準政策規定, 所有新服務訂戶都必須接受信用檢查。信用檢查的結果不會影響您從 AT&T Access 方案獲得網路服務的能力。

在註冊這項優惠和提供所需資料之後, 我如何知道自己符合資格?

我們收到和處理您的申請之後, 會寄信說明您的申請狀態。這封信也會告訴您訂購過程的下一步該做哪些事。

我可以提前申請嗎? 方案要到 2016 年 4 月才啟動, 這是否代表我必須等到那時候才能申請?

符合資格的新客戶和現有的 AT&T 客戶可以在 2016 年 4 月 22 日開始申請 AT&T Access 方案 – 這是本方案的正式啟動日期。

我在 AT&T 有一個以上的網路帳號。如果我被批准參加 AT&T Access 方案, 我所有的網路帳戶都適用這項優惠嗎?

否。每一戶家庭只能申請一個 AT&T Access 方案帳戶。所以您必須選擇一個帳戶來掛名。

如果得到核准, 我何時可以開始使用 AT&T Access 方案?

我們一處理完您的 AT&T Access 訂單, 就會開始提供您在本方案的服務。這可能是您打電話來啟動折扣優惠的同一天 (如果您是 AT&T 服務的現有客戶) 或稍後日期 (如果您新申請有線網路服務)。在您打電話來下訂單時, 客戶服務代表會告訴您的服務啟動日期。

我目前具有 AT&T 服務組合。如果我透過 AT&T Access 獲得服務, 此組合定價仍然適用其他產品嗎?

即使您將網路服務轉到 AT&T Access 方案, 其他 AT&T 服務仍可能維持組合定價。請致電 AT&T 客服代表取得完整的資訊, 電話號碼將於 4 月 22 日之後公布在 [att.com/access](http://att.com/access) 網站上。



### 我的繼續參與可以得到保障嗎？

在本優惠方案有效期間，您可以繼續參加，只要您的家庭仍然符合本優惠方案的資格要求。您每年都需要重新驗證資格要求。

### 我如何知道何時重新驗證資格要求？

重新驗證的最後期限之前幾週，我們會通知您；我們也會發送至少一份提醒通知給您。在截止日期之前，您需要證明自己仍然符合 AT&T Access 方案的參加資格。如果您沒有在指定日期之前完成需要的步驟，也沒有通知我們您想取消該服務，我們將刪除您的折扣優惠方案，改按目前的市場價格來收費。

### 如果我不再符合資格要求，會發生什麼事？

如果我們發現您不再符合 AT&T Access 方案參加資格，我們會刪除您的折扣優惠方案，改向您收取正規的網路服務費，除非您告訴我們取消該服務或提供文件證明您仍然符合參加資格。

### 如果我沒有及時完成 AT&T Access 方案的年度重新驗證，會發生什麼後果？我可以在日後再辦理申請嗎？

我們會提前通知您年度重新驗證日期。如果您沒有在指定日期之前完成需要的步驟，也沒有通知我們您想取消該服務，我們將刪除您的折扣優惠方案，改按目前的市場價格來收費。如果您以後想繼續參加本方案，您可以這麼做。只是，您需要按照第一次登記的相同程序重新提交申請書。

### 在重新資格驗證之前，我家唯一的 SNAP 參與者將會搬出。我仍然能夠繼續參加 AT&T Access 方案嗎？

AT&T Access 客戶需要全時符合資格要求；每一戶家庭至少有一位 SNAP 參與者是繼續參加 AT&T Access 方案的必要條件。如果我們得知用來申請本方案的 SNAP 參與者不再住於您家裡，我們會給您機會：

- 提供文件證明您家裡還有其他人是 SNAP 參與者，或
- 通知我們您打算取消網路服務，或
- 不採取進一步行動，在這種情況下，我們會刪除您的折扣優惠方案，改向您收取正規費率。

### 我需要申請線上帳單才能參與 AT&T Access 方案嗎？

不。線上帳單不是必要條件。

## 安裝

### 需要有人來我家安裝服務嗎？

AT&T 會寄給您一份自行安裝套件，附有簡單的逐步安裝說明，因此您很容易自己完成安裝程序。如果在嘗試自行安裝後需要額外幫助，您可以要求我們的技術人員協助安裝（不收費）。

### 如果我要求技術人員到家中協助安裝，我需要付費嗎？

否。不收費。AT&T 會寄給您一份自行安裝套件，附有逐步安裝說明。在大多數情況下，客戶可以自行完成安裝程序。如果在嘗試自行安裝之後需要額外幫助，您可以要求我們的技術人員協助安裝。

## 其他問題和資源

### 我如何知道自己是不是 SNAP 參與者？

美國的「補充營養援助計劃」的前稱是「食物券方案」。它是一項全國性方案，但由各州代表聯邦政府負責管理。如果您從州政府領取食物福利（EBT、食物卡），您可能就是 SNAP 參與者。

### 我如何註冊參加補充營養援助計劃？

請拜訪 USDA SNAP 網站 [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply) 尋找如何申請的說明。

### 如果我的家庭只有一個人是 SNAP 參與者，我該怎麼辦？我仍然有資格參加 AT&T Access 方案嗎？

如果您的家庭有一位補充營養援助計劃（SNAP）參與者，您家就有資格享有 AT&T Access 方案優惠，只要您的居住地有至少有一種 AT&T Access 速度層級。





我目前是 Lifeline 客戶, 並享有 AT&T 家用電話服務的折扣優惠。AT&T Access 方案會取代 Lifeline 嗎?

AT&T Access 方案提供的是有線網路服務折扣優惠; Lifeline 提供的是電話服務折扣優惠。AT&T Access 方案和 Lifeline 是兩個完全不同的方案, 各有自己的資格要求。所以, 您可能可以同時享受 AT&T Access 方案和 Lifeline 的折扣優惠服務。同樣的, 您可能只有資格參加其中一個方案, 而非另一個方案。有關 Lifeline 的詳細資訊, 請訪問 [att.com/lifeline](http://att.com/lifeline)。

我是網絡新手, 不知道如何開始。你們有資源可以幫助我嗎?

AT&T 已為網絡初學者收集了稱為「數位與您」的珍貴工具包。不管您是正在尋找低成本電腦以便在家中上網、您的孩子正在開始探索網絡以完成家庭作業, 或是您想提高自己的上網技能(從線上付款到申請工作), 「數位與您」應該都可以幫得上忙! 訪問 [digitalyou.att.com](http://digitalyou.att.com) 學習如何在網絡上增強信心、技能、隱私和安全。



## 家庭網絡價格實惠， 機會千載難逢

  
**access**  
from **AT&T**

每月只要 \$10 就可以享用  
高速家庭網路

數位世界充滿各種可能性。

AT&T 讓您更容易聯繫朋友、家人，  
和您所最關心的人。

只要您家至少有一人是 SNAP\* 參與者，您就可能以我們每個月 \$10 的優惠價享用 10 Mbps 的家庭網絡服務。 \*\*

AT&T Access 讓您輕鬆上網：

- 做家庭作業
- 尋找工作
- 帳單繳費
- 尋找新聞、資訊和娛樂

以及更多事情！

更好的是，您不用做任何承諾、不用訂金、  
不用付安裝費。

免費包含家庭 Wi-Fi 開道並可使用 AT&T 全國  
Wi-Fi 熱點網絡。

也可能適用其他資格條件。

訪問 [att.com/access](http://att.com/access) 以取得完整  
資訊及申請。

或致電 1-855-220-5211



\*補充營養援助計劃。 \*\*只在 ATT 21 州有線範圍提供此服務。取決於您的地址，我們可能提供較慢服務（5Mbps 每月 \$10 或 3Mbps 每月 \$5）。所宣稱的上網速度指的是網絡服務的最高速度能力。客戶端的實際速度可能受以下因素的影響，包括網站流量、內容提供商的伺服器容量、內部網絡管理因素和裝置功能，而且不受保證。如需進一步資訊，請訪問 [att.com/speed101](http://att.com/speed101)。價格均不含稅。從 2016 年 4 月 22 日至 2016 年 5 月 22 日，我們的服務將包括月數據額度 150 GB 或 250 GB，視您接受的服務類型和速度而定。從 2016 年 5 月 23 日至，我們的服務將包括月數據額度 150 GB、300 GB 或 600 GB，視您接受的服務類型和速度而定。超過每月數據計劃額度，每 50 GB 將自動加收 \$10 的數據使用費，即使您的使用量小於 50 GB。如需進一步資訊，請上網至 [att.com/internet-usage](http://att.com/internet-usage) 洽詢。必須有具備 Wi-Fi 功能的裝置。還有其它限制。如需詳情與地點，請上網瀏覽 [www.attwifi.com](http://www.attwifi.com)。  
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## (申請低成本有線家庭網路服務) 所有欄位都必須填寫, 以便處理申請表

務必在申請表上簽名, 以利核准您參加 AT&T Access 方案。本表格僅供參加本方案的資格證明, 不做其他任何用途。請只使用黑色或藍色筆以**大寫字母**填寫。填妥之後, 請將本表格和資格證明副本郵寄到: Access from AT&T, PO Box 5030, Charleston, IL 61920-5030 或將填妥的表格及資格證明副本傳真到: 1-855-933-2423, 或以電子郵件將表格和資格證明掃描本寄到 [ATTAccess@solixinc.com](mailto:ATTAccess@solixinc.com)

申請人姓名 名字 \_\_\_\_\_ 中間名 \_\_\_\_\_ 姓 \_\_\_\_\_

服務地址 (街道、公寓號碼) \_\_\_\_\_ 城市 \_\_\_\_\_ 州 \_\_\_\_\_ 郵遞區號 \_\_\_\_\_

郵寄地址 (郵政信箱、街道、公寓號碼) \_\_\_\_\_ 城市 \_\_\_\_\_ 州 \_\_\_\_\_ 郵遞區號 \_\_\_\_\_

申請人的出生日期: \_\_\_\_\_ 社會安全號碼、納稅人 ID, 或部落 ID 的最後 4 碼: \_\_\_\_\_

電子郵件地址: \_\_\_\_\_ 家庭電話號碼 \_\_\_\_\_ 手機電話號碼 \_\_\_\_\_  
(如果與申請人不同, 請提供 SNAP 福利受益人的電子郵件地址)

### SNAP 福利受益人 (如果姓名與申請人不同才提供):

名字 \_\_\_\_\_ 中間名縮寫 \_\_\_\_\_ 姓 \_\_\_\_\_

出生日期 \_\_\_\_\_ 社會安全號碼的最後 4 碼 \_\_\_\_\_

### 必須檢附以下文件, 以便處理申請表

**影印** (原始文件恕不退還) 以下一份或多份文件, 以證明您的家庭有參加 SNAP, 並與申請表一起提交。

- 目前年度的 SNAP 福利聲明書, 上面有 SNAP 福利受益人的姓名
- 參與 SNAP 的通知函, 上面有 SNAP 福利受益人的姓名
- SNAP 福利方案參與證明文件 - 例如 SNAP 電子福利傳送卡, 上面有 SNAP 福利受益人的姓名

### 驗證

除了在服務註冊過程中接受高速網絡服務條款之外, 本 AT&T Access 方案要求您證明您或您的家庭成員已參與 SNAP, 您在本申請表提供的資料和文件均真實無誤, 而且您已經閱讀並同意以下附加的服務條款:

AT&T Access 方案提供低價的有線家庭網絡服務給符合資格的家庭, 此類家庭至少有一個人參加了美國補充營養援助計劃 (SNAP), 而且地址在 AT&T 提供有線家庭網絡服務的 21 州服務區域內。符合資格的家庭必須在過去 6 個月內沒有積欠 AT&T 固定網絡服務費, 或在本方案名下積欠未償債務。

這是為期 4 年的方案, 自 2016 年 4 月 22 日啟動。在第 4 年才註冊此項服務的人將有資格獲得最多 12 個月的折扣費率。

低價的有線家庭網絡服務可用程度和速度可能因地址而異。AT&T 會分配您居住地可供選擇的最快的速度層級\*: 每秒 10 GB, 每個月收費 \$ 10; 每秒 5 GB, 每個月收費 \$ 10; 每秒 3 GB, 每個月收費 \$ 5。\*\* 如果您的地址在技術上無法接受上述三個速度層級之一, 您將沒有資格參加 AT&T Access 方案。

此方案要求您每年重新驗證資格一次。AT&T 會在年度重新驗證日期之前通知您, 請您重新驗證。如果您沒有在指定日期之前完成需要的步驟, 也沒有通知我們您想取消該服務, 我們將刪除您的折扣優惠方案, 改按目前的市場價格來收費。





## 申請低成本有線家庭網路服務

在 AT&T Access 服務有效期間內, 必須至少有一位 SNAP 參與者持續住在符合資格的家庭裡。如果我們在任何時候得知, 您的家庭裡不再有 SNAP 參與者, AT&T 將通知您, 讓您有機會提供文件來證明您或您的家庭成員仍然繼續參與 SNAP。如果您沒有在指定日期之前完成所需步驟, 或通知我們您想取消該服務, 我們將刪除您的折扣優惠方案, 改按目前的市場價格來收費。

每一戶只允許一個折扣優惠的有線網絡連線服務。(符合資格的家庭包括任何住在該地址的成員, 包括兒童和與您沒有親屬關係的人)。

**簽署此申請表, 我保證:** 我已閱讀並理解上述事實; 我或我的家庭成員之一已參加 SNAP; 隨附於本申請表的資料和文件均是真實正確的。

申請人簽名: \_\_\_\_\_ 日期: \_\_\_\_\_

SNAP 福利受益人簽名: \_\_\_\_\_ 日期: \_\_\_\_\_  
(如果與申請人不同)

您如何得知這個方案? (勾選擇所有適用項目。)

- ☐ 學區
- ☐ 州或社區組織或宣傳活動
- ☐ 全國組織
- ☐ EveryoneOn 網站或宣傳活動
- ☐ 廣播、電視或平面廣告
- ☐ 郵件或電子郵件
- ☐ 朋友或親戚

\*上網速度聲明代表的是最大網絡服務速度, 實際的客戶速度可能受以下因素影響而異, 這些因素包括網站流量、內容提供商的伺服器容量、內部網絡管理因素和裝置功能。我們不保證客戶端的實際速度。如需進一步資訊, 請至 [att.com/speed101](http://att.com/speed101)

\*\*所有價格均不含稅。服務將包括月數據額度(每月數據量 150 GB 或每月數據量 250 GB)視您接受的服務類型和速度而定。超過每月數據計劃額度每 50 GB, 將自動加收 \$10 的數據使用費, 即使使用量小於 50 GB。如需進一步資訊, 請上網至 [att.com/internet-usage](http://att.com/internet-usage) 洽詢。



**Exhibit 9**

Access from AT&T Outreach Collateral (Haitian Creole)

Application Checklist



*Lis verifikasyon enfòmasyon ki nesesè pou ranpli aplikasyon an*

**K: Ki enfòmasyon mwen va bezwen pou fini ranpli aplikasyon pou Access AT&T a?**

R: Li enpòtan pou ou ranpli aplikasyon an nèt epi ak presizyon pou w ede asire pa gen reta pou yo apwouve ou nan pwogram nan. Tanpri reli enstriksyon yo sou demann lan ak anpil prekosyon.

**Obligatwa:**

- ☐ Non kliyan an (moun ki pral peye fakti a)
- ☐ Adrès kote yo pral enstale sèvis la  
(Ri, Nimewo apatman/inite (si sa aplikab), Vil, Eta, Kòd Postal)
- ☐ Adrès faktirasyon kliyan an (si li diferan pase adrès sèvis la)
- ☐ Adrès imel kliyan an
- ☐ Nimewo telefòn kliyan an (telefòn lakay epi/oswa telefòn selilè)
- ☐ Nimewo sekirite sosyal kliyan an, nimewo kontribyab, oswa nimewo idantifikasyon gwoup tribi
- ☐ Dat nesans kliyan an (jou/mwa/ane)
- ☐ Non patisipan SNAP la ki ap viv nan kay kote yo pral enstale sèvis la (Remak: Li pa obligatwa ke se swa menm moun ak moun ki ap aplike pou sèvis la.)
- ☐ Prèw patisipasyon nan SNAP kou nimewo sekirite sosyal, nimewo kontribyab, oswa nimewo idantifikasyon gwoup tribi patisipan an nan SNAP (li detay pi ba la a)

**K: Ki prèw mwen dwe bay sou patisipasyon mwen nan SNAP?**

R: Ou dwe soumèt yon dokiman ki konfime omwen yon moun ki ap viv nan kòkay kote yo pral enstale sèvis la se yon patisipan nan SNAP. (Ou dwe swa anekse yon imaj dokiman sa a lè w'ap aplike sou Entènèt, oswa anekse yon kopi dokiman an lè w'ap voye aplikasyon ou an pa lapòs.)

- ☐ Kat SNAP ki montre non patisipan SNAP la  
(Si Kat SNAP la pa genyen yon non sou li, ou va dwe soumèt yon lèt sou patisipasyon nan SNAP osinon yon lèt biwo lokal SNAP patisipan an ki ateste benefis yo)

**osinon**

- ☐ yon lèt sou patisipasyon ou nan SNAP oswa yon lèt yon biwo lokal SNAP ki ateste benefis yo
  - Si patisipan nan SNAP nan kòkay ou a pa genyen yon kat SNAP oswa yon lèt atestasyon benefis, tanpri fè patisipan an kominike avèk yon biwo lokal SNAP pou li jwenn youn
  - **Klike isit la** pou jwenn enfòmasyon pou kominike avèk biwo lokal SNAP yo

**K: E si mwen pa yon patisipan nan SNAP? Kijan mwen ka jwenn enfòmasyon sou pwogram SNAP la?**

R: Pou enfòmasyon sou Pwogram èd nitrisyon siplemantè (Supplemental Nutrition Assistance Program osinon SNAP) la, epi pou w ranseye w sou benefis yo, **klike isit la** pou jwenn enfòmasyon pou kominike avèk biwo lokal SNAP yo.





## Kesyon yo poze souvan



### Detay sou pwogram nan

#### *Kisa Pwogram Access from AT&T (aksè apati AT&T) an ye?*

Pwogram Access from AT&T an ofri yon opsyon bon mache pou kòkay a ba revni gen aksè a entènèt lakay sou fil kab nan 21 eta kote nou ofri sèvis entènèt lakay sou fil kab. Pou ou kalifye, se pou omwen yon moun nan kòkay ou a dwe yon patisipan nan Pwogram ed nitrasyon siplemantè (Supplemental Nutrition Assistance Program osinon SNAP) la. Lòt kondisyon pou kalifikasyon aplikab.

#### *Poukisa mwen dwe aplike pou patisipe nan pwogram Access from AT&T a?*

Aksè a entènèt kapab chanje lavi moun. Ou kapab itilize entènèt pou aplike pou travay sou entènèt, kominike avèk fanmi epi zanmi ou, chache enfòmasyon sou lasante, fini etid ou sou entènèt ak anpil lòt bagay ankò. Epi, antank patisipan nan pwogram Access AT&T a, ou ta ka ekonomize lajan sou fakti entènèt ou. Epitou, ou pa pral bezwen peye pou enstalasyon oswa aktivasyon—ni peye frè pou modèm oswa pou pasrèl la.

#### *Pandan konbyen tan Pwogram Access from AT&T a va disponib?*

Òf sa a valab pou katran. Li va kòmanse nan mwa avril 2016 epl li va kontinye jiska avril 2020. AT&T pral mande ou pou ou resètifye patisipasyon ou nan SNAP chak lane. Patipisan ki kalifye pou pwogram Access from AT&T a apre avril 2019 gendwa kontinye nan pwogram nan pou 12 mwa apati dat aktivasyon an.

### sèvis ak tarif

#### *Ki vitès entènèt ki disponib avèk pwogram Access from AT&T a?*

Genyen twa nivo vitès ki disponib anndan pwogram nan. AT&T pral ba ou yon vitès 10, 5, oswa 3Mbps—selon sa ki pi rapid e ki disponib nan adrès ou a.

#### *Èske se twa vitès ki sèlman disponib?*

Nivo vitès 10, 5, ak 3Mbps se sèl vitès ki disponib nan pwogram Access from AT&T a. Gendwa gen lòt vitès ki disponib kote ou rete a, men pou jwenn yo, ou va dwe ale andeyò pwogram nan epi peye tarif nòmal yo.

#### *Si mwen patisipe nan pwogram Access from AT&T a, ki tarif m ap peye chak mwa?*

Genyen twa nivo vitès ki posib nan pwogram nan. Si yo ba ou yon nivo vitès 10Mbps oswa 5Mbps, ou va peye sèlman \$10 pa mwa. E si nivo vitès ou a se 3Mbps, ou va peye sèlman \$5 pa mwa. Yo va ba ou vitès ki pi rapid pami twa vitès ki disponib kote ou rete a. Tout tarif yo gen ajoutman taks.

#### *Èske nivo vitès mwen an pral vini avèk yon transfè pou done?*

Sèvis la pral kouvri yon transfè pou done chak mwa (swa 150GB done pa mwa oswa 250GB done pa mwa) selon kalite ak vitès sèvis ou resevwa. Si ou depase kantite transfè pou done ou a pa mwa, yo va faktire ou \$10 pou chak 50GB done ou itilize an plis plan transfè pou done ou a. Pou plis enfòmasyon, al vizite [att.com/internet-usage](http://att.com/internet-usage).

#### *Sipoze yo ban mwen yon vitès 5Mbps. Èske mwen kapab pase a 3Mbps pou fakti lemwa mwen kapab \$5 olye \$10?*

Non. Pwogram sa a aplike sèlman a nivo vitès ki pi rapid pami twa vitès ki disponib nan adrès ou a. AT&T va ba ou vitès sa a otomatikman.

#### *Kisa ou vle di egzakteman avèk sèvis entènèt lakay sou fil kab?*

"Sèvis entènèt lakay sou fil kab" vle di Sèvis aksè a entènèt gwo vitès sou fil kab AT&T ke yo delivre nan yon kote fiks atravè yon fil oswa yon kab.



*Èske òf sa a aplike a sèvis entènèt san fil (selilè)?*

Non. Òf sa a aplike sèlman a sèvis entènèt lakay sou fil kab nan zòn sèvis AT&T anndan 21 eta yo.

*Bwochi pwogram nan anonse li vini avèk yon modèm Wi-Fi pou lakay san okenn lòt frè. Kisa sa vle di?*

Sèvis aksè apati AT&T a vini avèk yon modèm oswa pasrèl ak kapasite Wi-Fi ki difize yon siyal san fil anndan lakay ou, sa ki pèmèt ou laji dimansyon sèvis entènèt sou fil kab ou an. Ou kapab gen aksè a siyal Wi-Fi san fil sa a sou yon pakèt aparèy ki konpatib avèk Wi-Fi, tankou òdinatè pòtab, tablèt òdinatè, telefòn entelijan, ak anpil lòt ankò.

*Bwochi pwogram nan anonse sèvis Access from AT&T an vini avèk aksè a rezo pwen cho Wi-Fi nan tout peyi an san okenn lòt frè. Kisa sa vle di?*

Sèvis Wi-Fi debaz AT&T an ekli pou kliyan AT&T san okenn lòt frè. Ou kapab konekte aparèy ou yo ki konpatib avèk Wi-Fi andeyò lakay ou, nan de milye pwen cho Wi-Fi AT&T nan tout peyi a. Pou plis detay epi pou ou jwenn pwen cho Wi-Fi AT&T, vizite [att.com/shop/wireless/wifi](http://att.com/shop/wireless/wifi).

**enskri pou sèvis**

*Kijan pou mwen konnen si mwen kalifye pou pwogram aksè AT&T a?*

Pou ou byen sèten ou kapab patisipe nan pwogram nan, vizite [att.com/access](http://att.com/access) apre 22 avril 2016 pou ou tcheke si sèvis la disponib nan adrès ou a epi pou ou soumèt yon aplikasyon pou ou wè si kòkay ou a kalifye.

Se pou omwen yon moun nan kòkay ou a dwe yon patisipan nan Pwogram èd nitrisyon siplemantè (SNAP) la. Ou dwe ap viv nan youn nan 21 eta kote AT&T ofri sèvis entènèt lakay sou fil kab, epi omwen youn nan nivo vitès entènèt pou Access from AT&T dwe disponib nan adrès kote ou rete a.

*Kijan pou mwen dekouvri si mwen nan zòn sèvis 21 eta AT&T an?*

Zòn sèvis nan 21 eta a se gwo zòn (yo rele tou anprent) kote AT&T ofri sèvis sou fil kab. Ou kapab wè yon kat zòn sèvis sa a sou [att.com/local](http://att.com/local). Vre disponiblite sèvis ak vitès gendwa varye selon chak adrès.

*Ki enfòmasyon mwen va bezwen pou patisipe nan pwogram Access from AT&T a?*

Ou va dwe bay adrès kote yo dwe enstale sèvis la, enfòmasyon sou moun ki ap mande sèvis la (non li, adrès postal li, imel li, dat nesans li, ak nimewo sekirite sosyal li, oswa nimewo kontribyab li oswa nimewo idantifikasyon gwoup tribi li), ansanm ak enfòmasyon sou moun kòkay la ki se yon patisipan nan pwogram SNAP la (non li, dat nesans li, ak nimewo sekirite sosyal li oswa nimewo kontribyab li oswa nimewo idantifikasyon gwoup tribi li). Ou va dwe bay tou yon kopi dokiman ki pwouve ou patisipe nan pwogram SNAP la (yon kat SNAP ki valid epi ki montre non patisipan SNAP ou, oswa yon lèt atestasyon benefis SNAP ki ajou).

*Èske mwen kapab bay yon nimewo kontribyab olye yon nimewo sekirite sosyal?*

Ou kapab bay swa yon nimewo sekirite sosyal, yon nimewo kontribyab, oswa yon nimewo idantifikasyon gwoup tribi.

*Èske mwen kapab aplike pou pwogram Access from AT&T a nan yon magazen lokal AT&T?*

Non, magazen AT&T yo pa kapab trete demann oswa aplikasyon pou Access from AT&T. Apati 22 avril 2016 ou pral kapab gen aksè a aplikasyon an sou [att.com/access](http://att.com/access) epi soumèt fòmilè an sou entènèt oswa pa imel. Ou gendwa enprime fòmilè an tou epi voye li pa faks oswa pa imel. Si ou gen difikilte avèk aplikasyon an, ou kapab kominike ak yon reprezantan AT&T nan nimewo spesyal yo va pibliye sou sit entènèt [att.com/access](http://att.com/access) la apre 22 avril.

*Èske mwen dwe peye yon depo pou jwenn sèvis?*

Okenn depo pa nesèsè pou ou tabli sèvis entènèt nan pwogram Access from AT&T an.

*Èske AT&T pral mennen yon ankèt sou istwa kredi mwen lè mwen aplike pou sèvis?*

Kòm sa fè pati nòmal règleman AT&T, tout kòmman pou nouvo sèvis ap sibi yon ankèt sou kredi. Rezilta ankèt sou kredi yo pa pral afekte kapasite ou pou ou jwenn sèvis entènèt nan pwogram Access from AT&T an.

*Apre mwen fin enskri pou òf la epi bay enfòmasyon ki nesèsè, kijan mwen va konnen si mwen kalifye?*

Apre nou resevwa epi trete aplikasyon ou an, nou va voye yon lèt ba ou pa lapòs ki va montre estad aplikasyon ou an. Lèt sa a va genyen enstriksyon sou pwochen etap nan pwosesis kòmman lan.



*Konbyen tan alavans mwen kapab enskri? Si yo pa pral kòmanse anvan avril 2016, èske sa vle di mwen dwe tann jiskaske pwogram nan kòmanse?*

Nouvo kliyan ki elijib ak kliyan aktyèl AT&T kapab kòmanse aplike pou pwogram Access from AT&T an le 22 avril 2016, ki se dat ofisyèl pou lansman pwogram nan.

*Mwen gen plis pase yon kont AT&T. Si yo apwouve mwen pou mwen patisipe nan pwogram aksè AT&T a, èske tout kont entènèt mwen yo va enkli?*

Non. Yo kapab enkli sèlman yon grenn kont entènèt AT&T pou chak kòkay nan pwogram Access from AT&T a. Ou va dwe chwazi ki kont ou vle enkli.

*Si yo apwouve mwen, kilè pwogram Access from AT&T mwen an ap kòmanse?*

Sèvis ou nan pwogram nan kòmanse lè kòmman pou Access from AT&T an fini fèt. Sa kapab nan menm jou lè ou rele pou aktive rabè ou (si ou deja genyen yon sèvis AT&T), oswa nan yon lòt dat, (si ou fèk enstale on nouvo sèvis entènèt sou fil kab). Reprezantan pou sèvis kliyan ou an va enfòmè ou sou dat aktivasyon sèvis ou an lè ou rele pou plase kòmman ou an.

*Mwen genyen kounyela yon pakèt sèvis AT&T. Si mwen gen sèvis atravè Access from AT&T a, èske pri pou sèvis konbine an se menm ak pou lòt pwodwi yo?*

Ou gendwa kenbe pri pou tout lòt sèvis konbine AT&T menm si ou chanje sèvis entènèt ou an pou pwogram Access from AT&T a. Pou plis detay, tanpri rele yon reprezantan AT&T nan nimewo espesyal yo va pibliye sou sit entènèt [att.com/access](http://att.com/access) la apre 22 avril.

*Èske mwen garanti pou mwen kontinye patisipe?*

Ou kapab kontinye patisipe pandan òf la valid, a kondisyon kòkay ou a kontinye satisfè kondisyon pou kalifikasyon nan òf la. Yo va mande ou pou resètifye chak ane ke ou satisfè kondisyon pou kalifikasyon yo.

*Kijan mwen pral konnen lè pou mwen resètifye si mwen satisfè kondisyon pou kalifikasyon yo?*

Nou va fè ou konnen plizyè semèn anvan dènye dat pou resètifye an, epitou nou va voye ba ou omwen yon rapèl. Anvan dènye dat la, ou va dwe toujou satisfè kondisyon pou patisipasyon nan pwogram Access from AT&T an yo. Si ou pa fini fè demach yo anvan dat yo fikse a, epi ou pa avize nou sou entansyon ou pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire ou a to pri komèsyal yo nan moman sa a.

*Kisa ki va rive si mwen pa satisfè kondisyon pou kalifikasyon yo ankò?*

Si nou dekouvri ou pa satisfè kondisyon pou patisipasyon yo ankò nan pwogram Access from AT&T a, nou va wete rabè pou pwogram ou an epi faktire ou nan to nòmal pou sèvis entènèt amwenske ou: mande nou pou nou anile sèvis la oswa ou ban nou dokiman ki montre ou satisfè kondisyon yo toutbon vre.

*E si mwen pa fini resètifikasyon chak lane mwen an nan pwogram Access from AT&T an a yon sèten moman? Èske mwen kapab aplike ankò nan yon lòt dat?*

Nou va avize ou alavans sou dat resètifikasyon chak lane ou a. Si ou pa fini fè demach yo anvan dat yo fikse a, epi ou pa avize nou sou entansyon ou pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire ou a tarif pri komèsyal yo nan moman sa a. Si ou ta vle rekòmanse patisipe nan pwogram nan nan yon lòt dat, nou pèmèt ou fè sa. Men ou va dwe soumèt yon nouvo aplikasyon epi swiv menm pwosesis ak lè ou te enskri premye fwa a.

*Sèl patisipan SNAP ki nan kòkay mwen an pral soti anvan li lè pou resètifye. Èske mwen pral kapab kontinye patisipe nan pwogram Access from AT&T a?*

Kliyan pwogram Access from AT&T an yo dwe satisfè kondisyon pou kalifikasyon yo, epi yo dwe toujou genyen omwen yon patisipan SNAP nan kòkay la. Sa nesesè pou yo kontinye patisipe nan pwogram Access from AT&T a. Si nou aprann yon moun te itilize enfòmasyon SNAP li pou aplike pou pwogram nan pa ap viv ankò nan kòkay ou, nou va ba ou on chans pou:

- Soumèt dokiman ki montre yon lòt moun nan kòkay ou se yon patisipan SNAP, oswa
- Ou enfòmè nou sou entansyon ou pou ou anile sèvis entènèt ou a, oswa
- Pa pran okenn mezi, nan ka sa a, nou va wete ou nan pwogram rabè a epi faktire ou a pri nòmal.

*Èske mwen dwe enskri pou fakti pa entènèt pou mwen patisipe nan pwogram Access from AT&T an?*

Non, faktirasyon sou entènèt pa nesesè.





## enstalasyon

### Èske yon moun dwe vin lakay mwen pou enstale sèvis la?

AT&T pral voye ba ou yon twous pou fè enstalasyon an oumenm ak enstriksyon byen senp pou ou swiv pazapa, sa ki fè li fasil pou ou fini pwosesis enstalasyon an oumenm menm. Si ou bezwen plis èd apre ou eseye fè enstalasyon an oumenm, ou kapab mande sèvis yon teknisyen (san okenn frè lajan) pou ede ou avèk enstalasyon an.

### Si mwen bezwen rele yon teknisyen pou ede mwen nan enstalasyon lakay mwen, èske va genyen yon frè?

Non, pa genyen okenn frè. AT&T pral voye ba ou yon twous pou fè enstalasyon an oumenm ak enstriksyon pazapa. Nan pifò ka, kliyan yo kapab fini enstalasyon an yomenm menm. Si ou bezwen plis èd apre ou eseye fè enstalasyon an oumenm, ou kapab mande sèvis yon teknisyen pou ede ou avèk enstalasyon an.

## lòt kesyon ak resous

### Kijan mwen dwe konnen si mwen se yon patisipan SNAP?

Pwogram èd nitrisyon siplemantè ameriken an te rele Pwogram Food Stamp. Se yon pwogram atravè tout peyi an, men chak eta jere li onon gouvènman federal la. Si ou resevwa benefis manje atravè gouvènman leta ou a (tankou EBT, Food Stamp), ou se petèt yon patisipan nan SNAP.

### Kijan pou mwen anwole nan Pwogram èd nitrisyon siplemantè (SNAP) la?

Ale sou sit entènèt USDA SNAP la nan [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply), kote ou va jwenn enstriksyon sou kijan pou ou aplike.

### E si se yon sèl moun nan kòkay mwen ki se yon patisipan nan SNAP? Èske mwen toujou kalifye pou patisipe nan pwogram Access from AT&T a?

Si nenpòt ki moun nan kòkay ou ap patisipe nan Pwogram èd nitrisyon siplemantè (SNAP) la, kay ou an kalifye pou pwogram Access from AT&T an si omwen youn nan vitès pwogram Access from AT&T an disponib kote ou rete a.

### Mwen se yon kliyan Lifeline kounyela epi mwen gen sèvis telefòn sou fil kab lakay mwen nan AT&T avèk yon rabè. Èske pwogram Access from AT&T an ranplase Lifeline?

Pwogram Access from AT&T an ofri rabè pou sèvis entènèt sou fil kab; Lifeline ofri rabè sou sèvis telefòn. Pwogram Access from AT&T a ak Lifeline se de pwogram ki diferan nèt, yo chak genyen pwòp kondisyon pou kalifikasyon pa yo. Li kapab posib pou ou resevwa rabè sou sèvis atravè toulède pwogram Access from AT&T an ak Lifeline la. Konsa li kapab posib tou pou ou kalifye pou yon pwogram men ou pa kalifye pou lòt la. Pou detay sou Lifeline, vizite

[att.com/lifeline](http://att.com/lifeline).

### Mwen fèk ak dekouvri entènèt, e mwen pa sèten kijan pou mwen kòmanse. Èske ou genyen kèk resous ki kapab ede mwen?

AT&T te rasanble yon koleksyon zouti enpòtan pou moun ki fèk ap kòmanse sou entènèt e ki rele "Digital You" (Oumenm dijital). Kesewa yon òdinatè bon mache w'ap chache pou ou gen entènèt lakay ou, kesewa pou pitit ou ki ap kòmanse eksplòre entènèt, kesewa pou ede li fini devwa li, oswa si ou vle ranfòse konpetans ou sou entènèt nan peye fakti, nan aplike pou travay, Digital You kapab ede ou! Vizite [digitalyou.att.com](http://digitalyou.att.com) pou ou aprann kijan pou ogmante konfyans nan tèt ou, konpetans ou, enfòmasyon prive ou, epi sekirite pandan ou konekte sou entènèt.







Entènèt lakay a pri abòdab  
Kokennchenn opòtinite.

**access**  
from **AT&T**

*Entènèt lakay gwo vitès  
pou sèlman \$10 pa mwa*

Monn dijital la plen posiblite.

AT&T ap fè li pi fasil pou konekte avèk zanmi,  
fanmi, ak tout sa ki pi enpòtan pou ou.

Si omwen yon moun lakay ou ap patisipe nan  
SNAP\*, ou gendwa kalifye pou sèvis Entènèt  
lakay 10Mbps la nan to rabè \$10 nou an. \*\*

Access from AT&T ouvri entènèt pou ou pou ou kapab:

- **Fè devwa ou**
- **Chache travay**
- **Peye fakti ou**
- **Jwenn nouvèl, enfòmasyon ak plezi**

Ak anpil lòt bagay ankò!

*Epitou, pa genyen OKENN angajman, OKENN  
depo ak OKENN frè enstalasyon.*

Entènèt Wi-Fi lakay ak aksè nan rezo pwen  
cho Wi-Fi AT&T nant tout peyi a - LADAN san  
okenn lòt frè siplemanntè.

Gen lòt kondisyon pou sa kalifye.

*Al vizite [att.com/access](http://att.com/access) pou  
enfòmasyon konplè epi pou ou aplike.*

*Oswa rele nan nimewo 1-855-220-5211*



\*Supplemental Nutrition Assistance Program. (Powgram èd pou nitrisyon siplemanntè) \*\*Disponib sèlman nan anprent kab fil entènèt AT&T an nan 21 Eta. Yo gendwa bay vitès pi lan (5Mbps pou \$10/mwa oswa 3Mbps pou \$5/mwa) selon si sa disponib nan adrès ou a. Estimasyon vitès entènèt reprezante vitès pou kapasité sèvis maksimòm sou rezo an. Vre vitès kapab varye selon faktè tankou kantite trafik sou sit la, kapasite kontni nan sèvè founisè a, jesyon rezo entènèt, kapasite aparèy, epi yo pa garanti sa. Pou plis enfòmasyon, al vizite [att.com/speed101](http://att.com/speed101). Pri yo pa enklit taks. Apati 22-avr-16 jiska 22-me-16, sèvis la pral enklit yon kantite done chak mwa swa 150GB done pa mwa oswa 250GB done pa mwa selon kalite ak rapidite sèvis ou resevwa. Apati 23-me-16 epi apre sa, sèvis la pral enklit yon kantite done chak mwa swa 150GB, swa 300GB oswa 600GB done pa mwa selon kalite ak rapidite sèvis ou resevwa. Si ou depase kantite transfè done pa mwa ou a, yo va faktire ou otomatikman \$10 pou chak 50GB done ou itilize an plis plan transfè done ou a, menm si ou itilize pi piti pase 50 gigabayt. Pou plis enfòmasyon, al vizite [att.com/internet-usage](http://att.com/internet-usage). Ou dwe genyen yon aparèy ki pare pou resevwa Wi-Fi. Gen lòt restriksyon. Al vizite [www.attwifi.com](http://www.attwifi.com) pou plis detay ak lòt kote. ©2016 AT&T Intellectual Property. Tout dwa rezève. AT&T, senbòl AT&T, ansanm ak tout lòt mak ki ladan li se mak fabrik AT&T Intellectual Property (Pwopriyete Entèlèktyèl AT&T) epi/oswa konpayi ki afilye ak AT&T.



(Demann pou sèvis entènèt lakay sou fil kab e bon mache)

Ou dwe ranpli tout kazye yo pou yo kapab aksepte aplikasyon ou an.

Yo mande pou ou siyen aplikasyon sa a pou yo kapab apwouve patisipasyon ou an nan pwogram Access from AT&T a. Yo itilize fòmilè an sèlman pou sètifye kalifikasyon ou pou pwogram nan epi yo pa pral itilize li pou okenn lòt bagay. **TANPRI EKRI AN GWO LÈT MAJISKIL** ak lank nwa oswa ble sèlman. Lè ou fini, tanpri voye fòmilè a avèk kopi prèv kalifikasyon ou yo pa lapòs bay: **Access from AT&T, PO Box 5030, Charleston, IL 61920-5030** - OSPA- ou kapab voye fòmilè a avèk kopi prèv pou kalifikasyon ou yo pa faks nan nimewo: 1-855-933-2423 OSPA ou kapab voye fòmilè a pa imel avèk kopi prèv kalifikasyon ou yo bay: **ATTaccess@solixinc.com**

Non aplikan an Prenon \_\_\_\_\_ Dezyèm non \_\_\_\_\_ Non fanmi \_\_\_\_\_

Adrès sèvis la (ri, nimewo apatman) \_\_\_\_\_ Vil \_\_\_\_\_ Eta \_\_\_\_\_ Kòd postal \_\_\_\_\_

Adrès postal (P.O. Box, ri, nimewo apatman) \_\_\_\_\_ Vil \_\_\_\_\_ Eta \_\_\_\_\_ Kòd postal \_\_\_\_\_

Dat nesans aplikan \_\_\_\_\_ 4 dènye chif nimewo sekirite sosyal, nimewo  
an (Dat nesans li) \_\_\_\_\_ kontribyab oswa nimewo idantifikasyon gwoup tribi: \_\_\_\_\_

Adrès imel: \_\_\_\_\_ Nimewo telefòn lakay \_\_\_\_\_ Nimewo telefòn selilè \_\_\_\_\_  
(Bay adrès imel moun ki kalifye pou benefis SNAP la, si se pa aplikan an)

**Moun ki kalifye pou benefis SNAP la (Mete li sèlman si se yon lòt non pase pa aplikan an):**

Prenon \_\_\_\_\_ Inisyal dezyèm non \_\_\_\_\_ Non fanmi \_\_\_\_\_

Dat nesans \_\_\_\_\_ 4 dènye chif nimewo sekirite sosyal \_\_\_\_\_

**Ou dwe anekse dokiman annapre la yo pou transmèt aplikasyon an**

**Fè fotokopi** (yo pa pral voye dokiman orijinal yo tounen ba ou) youn oswa plis dokiman annapre la yo ki pwouve kòkay ou ap patisipe nan SNAP, epi soumèt yo avèk aplikasyon an.

- Relve ane aktyèl pou benefis SNAP la, avèk non moun ki kalifye pou benefis SNAP yo sou relve a.
- Yon lèt enfòmasyon sou patisipasyon nan SNAP, avèk non moun ki kalifye pou benefis SNAP yo sou lèt la.
- Yon dokiman sou patisipasyon nan pwogram nan ki pwouve benefis SNAP yo; pa egzanp, yon kat elektwonik transfè benefis SNAP ki kalifye non moun nan ki sou kat la.

## SÈTIFIKASYON

Anplis akseptasyon Kondisyon pou sèvis entènèt gwo vitès pandan pwosesis enskripsyon pou sèvis la, pwogram Access from AT&T an egzije ou sètifye oumenm oswa yon moun nan kòkay ou a, patisipe nan pwogram SNAP, enfòmasyon ak dokiman ou soumèt nan aplikasyon sa a yo kòrèk toutbonvre epi ou te li e ou dakò ak kondisyon sèvis annapre la yo:

Access from AT&T se yon pwogram ki va bay a bon mache sèvis entènèt nan kay sou fil kab ba kay ki kalifye epi ki gen omwen yon rezidan ki ap patisipe nan Pwogram èd nitrisyon sipleman (Supplemental Nutrition Assistance Program osinon SNAP) la ki rete nan zòn sèvis 21-eta AT&T an kote AT&T ofri sèvis entènèt nan kay sou fil kab. Kòkay ki kalifye yo pa dwe gen okenn dèt pou sèvis entènèt fiks AT&T pandan 6 dènye mwa ki sot pase la yo, ni okenn dèt anndan pwogram sa a.

Sa se yon pwogram 4 lane ki pral kòmanse apati 22 avril 2016. Moun ki enskri pou sèvis pandan katyèm ane a kalifye pou resevwa to rabè pou yon maksimòm 12 mwa.





(Demann pou sèvis entènèt lakay sou fil kab e bon mache)

Disponiblite sèvis entènèt nan kay sou fil kab a bon mache ansanm ak vitès gendwa varye selon adrès kay la. AT&T pral ba ou vitès ki pi rapid la pami nivo vitès sa yo\* ki disponib kote ou rete a: 10 megabayt pa segonn, pou \$10 pa mwa; 5 megabayt pa segonn, pou \$10 pa pa mwa; oswa 3 megabayt pa segonn, pou \$5 pa pa mwa.\*\* Si okenn nan vitès sa yo pa disponib teknikman nan adrès ou a, ou pa pral kapab patisipe nan pwogram Access from AT&T a.

Pwogram sa a mande pou ou resètifye pou kalifikasyon ou chak lane. AT&T va avize ou alavans sou dat resètifikasyon chak lane ou a. Si ou pa fini fè demach yo anvan dat yo fikse a, epi ou pa avize nou sou entansyon ou pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire ou nan to pri komèsyal yo ki gen nan moman sa a.

Omwen yon moun ki ap patisipe nan pwogram SNAP la dwe kontinye ap viv nan kòkay ki kalifye a pandan tan sèvis Access from AT&T a te valid. Si nou aprann nenpòt ki lè ke pa gen moun nan kòkay ou a ki ap patisipe ankò nan pwogram SNAP la, AT&T va avize ou ke ou gen yon chans pou ou soumèt dokiman ki pwouve ke oumenm oswa yon moun nan kòkay ou ap patisipe nan SNAP. Si ou pa fini fè demach yo anvan dat yo fikse a, epi si ou pa avize nou sou entansyon ou pou anile sèvis ou a, nou pral wete rabè pou pwogram ou an epi faktire ou nan to pri komèsyal yo ki gen nan moman sa a.

Yo pèmèt yon rabè pou yon koneksyon entènèt sou fil kab pou chak kòkay. (Yon kòkay ki kalifye kouvri tout moun ki ap viv nan adrès ou, tankou timoun ak moun ki pa fanmi ou.)

**Lè mwen siyen aplikasyon sa a, mwen sètifye:** Mwen te li epi mwen konprann sa ki deklare pi wo la a; Mwenmenm oswa yon moun nan kòkay mwen an, patisipe nan pwogram SNAP la; epi enfòmasyon ak dokiman ki akonpaye aplikasyon an yo kòrèk toutbonvre.

Siyati aplikan an: \_\_\_\_\_ Dat: \_\_\_\_\_

Siyati moun ki kalifye pou benefis SNAP la: \_\_\_\_\_ Dat: \_\_\_\_\_  
(Si se pa aplikan an)

Kijan ou te tande pale de pwogram nan? (Make tout sa ki aplike)

- |  |  |
|--|--|
| <input type="radio"/> Distrik eskolè                               | <input type="radio"/> Radyo, televizyon, oswa reklam sou papyè |
| <input type="radio"/> Aktivite oswa òganizasyon kominotè oswa leta | <input type="radio"/> Lapòs oswa imel                          |
| <input type="radio"/> Òganizasyon nasyonal                         | <input type="radio"/> Zanmi oswa fanmi                         |
| <input type="radio"/> EveryoneOn sit entènèt oswa aktivite a       |  |

\* Estimasyon vitès entènèt la reprezante kapasite sèvis vitès maksimòm ki gen sou rezo a. Vre vitès la gendwa varye selon faktè tankou kantite vizit sou sit la, kapasite kontni nan sèvi founisè a, jesyon entèn rezo a, e kapasite aparèy la pa kapab garanti. Pou plis enfòmasyon, al vizite [att.com/speed101](http://att.com/speed101).

\*\* Tout pri yo ap gen ajoutman taks. Sèvis la pral kouvri yon transfè pou done chak mwa (swa 150GB done pa mwa oswa 250GB done pa mwa) selon kalite ak vitès sèvis ou resevwa. Si ou depase kantite transfè done pa mwa plan an, yo va faktire ou otomatikman \$10 pou chak 50GB done ou itilize an plis pase plan transfè done ou a, menm si ou itilize pi piti pase 50 gigabayt. Pou plis enfòmasyon, al vizite [att.com/internet-usage](http://att.com/internet-usage).



**Exhibit 9**

Access from AT&T Outreach Collateral (Korean)



## 신청서 작성에 필요한 정보 점검 리스트

**Q: AT&T의 Access 신청서를 작성하려면 어떤 정보가 필요합니까?**

A: 프로그램에 대한 승인을 받는 데 지체가 없도록 반드시 신청서를 빠짐 없이 정확하게 작성해 주셔야 합니다. 신청서에 나와 있는 안내 사항을 주의 깊게 살펴 보시기 바랍니다.

### 필수 사항:

- ☐ 고객 이름(청구서 결제자 이름)
- ☐ 서비스가 설치될 곳의 주소  
(도로, 아파트 #/호 #(해당되는 경우), 도시, 주, 우편번호)
- ☐ 고객 청구 주소(서비스 주소와 다른 경우)
- ☐ 고객 이메일 주소
- ☐ 고객 전화번호(주택전화 및/또는 휴대전화)
- ☐ 고객 사회보장번호, 납세자 ID 또는 부족 ID
- ☐ 고객 생년월일(mm/dd/yyyy)
- ☐ 서비스가 설치되는 곳의 가구 구성원 중 SNAP 참여자의 이름(참고: 반드시 서비스 신청인과 동일인일 필요는 없음)
- ☐ SNAP 참여자 사회보장번호, 납세자 ID 또는 SNAP 참여 부족 ID 증명서(자세한 사항은 아래 참조)

**Q: SNAP 참여의 어떤 증명서를 제출해야 합니까?**

A: 서비스가 설치되는 곳의 가구 구성원 중 최소한 한 명이 SNAP 참여자임을 증명하는 문서를 제공해야 합니다. (온라인으로 신청하는 경우 이 문서의 이미지를 첨부하거나 우편으로 부치는 경우엔 이 문서의 사본을 동봉해 주십시오.)

- ☐ SNAP 참여자의 이름이 표시된 SNAP 카드  
(SNAP 카드에 이름이 표시되어 있지 않은 경우, 참여자의 현지 SNAP 사무국으로부터 SNAP 참여 또는 혜택 확인서를 제공해야 합니다.)

또는

- ☐ 현지 SNAP 사무국으로부터 SNAP 참여 또는 혜택 확인서
  - 가구에 거주하고 있는 SNAP 참여자가 SNAP 카드 또는 혜택 확인서를 소유하고 있지 않은 경우, 참여자로 하여금 현지 SNAP 사무국에 연락하여 확인서를 받도록 하십시오.
  - 현지 SNAP 사무국의 연락처 정보를 찾으려면 [여기를 클릭](#)하십시오.

**Q: 제가 SNAP 참여자가 아닌 경우는 어떻게 합니까? SNAP 프로그램에 대한 정보를 어떻게 받을 수 있습니까?**

A: 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)에 대한 정보 및 혜택에 대해 문의하려면 [여기를 클릭](#)하여 현지 SNAP 사무국의 연락처 정보를 찾아볼 수 있습니다.





## 자주 묻는 질문

### 프로그램 상세 정보

#### AT&T의 Access 프로그램이 무엇입니까?

AT&T의 Access 프로그램은 AT&T가 유선 가정용 인터넷 서비스를 제공하는 21개주의 저소득층 가구에 유선 가정용 인터넷 액세스를 위한 저렴한 가격 옵션을 제공합니다. 이 서비스를 받을 수 있는 자격이 되려면 가구 내에서 최소한 한 사람이 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)의 참여자여야 합니다. 다른 자격 요건 또한 적용됩니다.

#### AT&T의 Access 프로그램을 신청해야 하는 이유는 무엇입니까?

인터넷에 액세스하는 것은 삶에 긍정적인 변화를 줄 수 있습니다. 인터넷을 이용하여 온라인으로 종사할 수 있는 직종을 찾아보고, 친지 및 가족들과 계속 연락하며, 건강에 관련된 정보를 접하고, 온라인으로 제공되는 교육 프로그램을 수료하는 등 많은 활동을 할 수 있습니다. 더불어, AT&T의 Access 프로그램 참여자로서 인터넷 비용을 더욱 절감할 수 있습니다! 이러한 비용 절감뿐만 아니라, 설치비나 개통비, 또는 모뎀이나 게이트웨이에 대한 비용을 부담하지 않으셔도 됩니다.

#### AT&T의 Access 프로그램은 얼마나 오래 제공됩니까?

이 서비스는 4년 동안 제공되는 것으로 2016년 4월에 시작하여 2020년 4월까지 지속됩니다. AT&T는 SNAP 참여자들의 연간 재인증을 요청할 것입니다. 2019년 4월 이후에 AT&T의 Access 프로그램을 받을 수 있는 자격이 되는 참여자는 서비스 개통 날짜로부터 12개월 동안 프로그램을 지속할 수 있습니다.

### 서비스 및 가격

#### AT&T의 Access 프로그램은 어떤 인터넷 속도를 제공합니까?

이 프로그램으로 제공되는 인터넷 속도에는 세 가지 등급이 있습니다. AT&T는 10, 5 또는 3Mbps 중 해당 주소에 제공할 수 있는 가장 빠른 속도를 배정합니다.

#### 3가지 등급의 속도만 제공됩니까?

프로그램 속도 등급인 10, 5 및 3Mbps는 AT&T의 Access 프로그램에서 제공할 수 있는 유일한 속도입니다. 다른 속도가 거주하시는 지역에서 제공될 수도 있지만 이러한 속도를 받으시려면 프로그램을 벗어나 일반 가격을 지불하셔야 합니다.

#### AT&T의 Access 프로그램에 참여하는 경우, 월불 금액은 얼마입니까?

이 프로그램으로 제공되는 인터넷 속도에는 세 가지 등급이 있습니다. 10Mbps나 5Mbps 속도 등급에 배정되는 경우 월 \$10가 청구되며, 3Mbps 속도 등급에 배정되는 경우 월 \$5가 청구됩니다. 거주하시는 곳에 제공할 수 있는 가장 빠른 인터넷 속도를 배정받게 됩니다. 모든 가격에 세금이 별도로 추가됩니다.

#### 속도 등급에는 데이터 허용량이 포함됩니까?

서비스는 제공받는 서비스 종류나 속도에 따라 월 데이터 허용량(월 150GB 또는 월 250GB)을 포함합니다. 월 데이터 플랜 허용량을 초과하는 경우, 데이터 플랜에서 초과하는 각 50GB당 \$10가 청구됩니다. 자세한 정보는 [att.com/internet-usage](http://att.com/internet-usage) (영문)에서 확인하십시오.

#### 먼저 5Mbps 속도 등급을 배정받은 경우 나중에 3Mbps로 서비스를 변경하여 월불 비용이 \$10 대신 \$5가 되도록 할 수 있습니까?

아니요. 이 프로그램은 해당 주소에 제공할 수 있는 세 가지 프로그램 속도 중 가장 빠른 속도에만 적용됩니다. 이 속도는 AT&T가 자동으로 배정해 드립니다.





**유선 가정용 인터넷 서비스가 무슨 뜻입니까?**

"유선 가정용 인터넷 서비스"란 AT&T의 유선 브로드밴드 인터넷 액세스 서비스를 뜻하며 실질적인 선 또는 케이블을 통해 고정된 위치에 제공됩니다.

**이 프로그램은 무선(휴대폰) 인터넷 서비스에도 적용됩니까?**

아니요. 이 프로그램은 AT&T의 21개주 서비스 지역에서 유선 가정용 인터넷 서비스에만 적용됩니다.

**프로그램 자료에서 실내 Wi-Fi 모뎀이 별도의 비용 없이 포함되어 있다는 정보를 읽었습니다. 무슨 뜻입니까?**

AT&T의 Access 서비스는 실내에서 Wi-Fi 신호를 브로드캐스트하는 Wi-Fi 케이블 모뎀 또는 게이트웨이를 포함하며 이로써 유선 인터넷 서비스를 더욱 확장할 수 있습니다. 이 무선 Wi-Fi 신호는 랩톱, 태블릿, 스마트폰 등의 Wi-Fi 사용이 가능한 다양한 장치에서 액세스할 수 있습니다.

**프로그램 자료에서 AT&T의 Access 서비스가 별도의 비용 없이 AT&T의 전국 Wi-Fi 핫스팟 네트워크에 대한 액세스를 포함한다는 정보를 읽었습니다. 무슨 뜻입니까?**

AT&T Wi-Fi Basic 서비스가 AT&T의 Access 고객을 위해 별도의 비용 없이 포함되어 있습니다. 집에서 떠나 이동 중인 경우, Wi-Fi를 사용할 수 있는 장치를 사용하여 전국적으로 수천 개의 AT&T Wi-Fi 핫스팟에 접속할 수 있습니다. 전체 정보나 AT&T Wi-Fi 핫스팟의 위치를 찾으려면 [attwifi.com](http://attwifi.com)를 참조하십시오.

**서비스가입**

**AT&T의 Access 프로그램을 받을 수 있는 자격이 되는지 어떻게 알 수 있습니까?**

이 프로그램에 참여할 수 있는지 확실히 알아보려면 2016년 4월 22일 이후에 [att.com/access](http://att.com/access)를 방문하여 해당 주소에서 서비스가 제공되는지 확인하고 신청서를 제출하여 귀하의 가구가 자격이 되는지 알아보십시오.

가구 내 최소한 한 사람이 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)의 참여자여야 합니다. 또한 AT&T가 유선 가정용 인터넷 서비스를 제공하는 21개주 중 한 주에 거주해야 하며, AT&T의 Access에서 제공하는 인터넷 속도 중 최소한 한 가지가 거주 주소에 제공될 수 있어야 합니다.

**AT&T의 21개주 서비스 지역에 거주하고 있는지 어떻게 알 수 있습니까?**

21개주 서비스 지역은 AT&T가 유선 서비스를 제공하는 광범위한 지역(지상 수신 범위로도 알려져 있음)입니다. 이 서비스 지역의 지도는 [att.com/local](http://att.com/local)에서 볼 수 있습니다. 실제 서비스 제공 여부와 속도는 개별 주소에 따라 다를 수 있습니다.

**AT&T의 Access 프로그램에 참여하기 위해 어떤 정보를 제공해야 합니까?**

서비스가 설치될 곳의 주소, 서비스 신청인에 대한 정보(이름, 우편 주소 및 이메일 주소, 생년월일 및 사회보장번호 또는 납세자 ID 또는 부족 ID), 가구 구성원 중 SNAP 프로그램 참여자에 대한 정보(이름, 생년월일 및 사회보장번호 또는 납세자 ID 또는 부족 ID)를 제공해야 합니다. 또한 SNAP 프로그램 참여에 대한 증명 서류(SNAP 참여자의 이름이 표시된 유효한 SNAP 카드 사본 또는 현재 SNAP 혜택 확인서) 사본도 제공해야 합니다.

**사회보장번호 대신 납세자 ID를 제공해도 됩니까?**

사회보장번호나 납세자 ID 또는 부족 ID 중 어느 것이든 한 가지를 제공하실 수 있습니다.

**현지 AT&T 매장에서 AT&T의 Access 프로그램에 신청할 수 있습니까?**

아니요. AT&T 소매 매장은 AT&T의 Access 신청서나 주문을 처리할 수 없습니다. 2016년 4월 22일부터 [att.com/access](http://att.com/access)에서 신청서에 액세스할 수 있으며 신청서를 온라인이나 이메일로 제출할 수 있습니다. 신청서를 인쇄하여 팩스나 우편으로 보낼 수도 있습니다. 신청서 작성에 어려운 점이 있으시면, 2016년 4월 22일 이후에 [att.com/access](http://att.com/access) 웹사이트에 게시될 AT&T 담당자의 특별 번호로 문의하실 수 있습니다.

**서비스를 받기 위해 보증금을 내야 합니까?**

아니요. AT&T의 Access 프로그램을 통해 인터넷 서비스를 받는 데에는 보증금이 필요하지 않습니다.

**서비스 신청 시 AT&T는 제 신용 기록을 확인합니까?**

AT&T의 표준 정책으로서, 신규 서비스에 대한 모든 주문은 신용 기록 확인을 받게 됩니다. 신용 기록 확인의 결과가 AT&T의 Access 프로그램을 통해 인터넷 서비스를 받는 데 영향을 미치지 않습니다.



이 프로그램에 등록하고 필요한 정보를 제공한 후, 서비스를 받을 수 있는 자격이 되는지는 어떻게 확인할 수 있습니까? AT&T가 신청서를 받고 처리한 후, 신청서 처리 상태에 대한 통지서가 우편으로 발송됩니다. 이 통지서에는 주문 절차를 밟기 위한 다음 단계의 안내 사항이 포함되어 있습니다.

얼마나 미리 등록해야 하나요? 서비스 개시가 2016년 4월에 시작된다면 프로그램이 시작될 때까지 기다려야 하나요? 자격이 되는 신규 및 기존 AT&T 고객들은 프로그램의 공식 개시일인 2016년 4월 22일부터 AT&T의 Access 프로그램 신청을 시작할 수 있습니다.

저는 AT&T에 두 개 이상의 인터넷 계정을 가지고 있습니다. AT&T의 Access 프로그램 참여 승인을 받는 경우, 제 모든 인터넷 계정도 여기에 포함됩니까?

아니요. 가구당 한 개의 AT&T 인터넷 계정만 AT&T의 Access 프로그램에 포함될 수 있습니다. 다수의 계정이 있으신 경우, 포함하려는 계정을 선택해야 합니다.

승인을 받은 경우, AT&T의 Access 프로그램 서비스는 언제부터 받을 수 있습니까?

이 프로그램이 제공하는 서비스는 AT&T의 Access 주문이 완료되는 대로 시작됩니다. 할인을 받기 위해 문의 전화를 하는 날일 수도 있고(AT&T 서비스를 이미 받고 있는 경우) 아니면 그 후의 날짜(유선 인터넷 서비스를 새로 개통하는 경우)일 수도 있습니다. 주문을 위해 전화하시는 경우 고객 서비스 담당자가 서비스 개통일에 대해 알려드릴 것입니다.

현재 AT&T 번들 서비스에 가입해 있습니다. AT&T의 Access를 통해 서비스를 받게 되는 경우, 다른 제품에 대해서도 번들 가격이 적용됩니까?

AT&T의 Access 프로그램으로 인터넷 서비스를 전환한 후에도 다른 AT&T 서비스에 대해 번들 가격을 유지할 수도 있습니다. 전체 사항은 2016년 4월 22일 이후에 [att.com/access](http://att.com/access) 웹사이트에 게시될 AT&T 담당자의 특별 번호로 문의하실 수 있습니다.

이 프로그램을 지속적으로 받을 수 있다는 것이 보장됩니까?

귀하의 가구가 이 서비스의 자격 조건을 충족하는 경우 서비스가 제공되는 한 계속해서 서비스를 받을 수 있습니다. 하지만 자격 조건을 충족한다는 것을 매년 재인증하셔야 합니다.

자격 조건을 충족한다는 것을 매년 언제 재인증하는지 어떻게 알 수 있습니까?

재인증 마감일 수주 전에 AT&T가 이에 대해 통지해 드리며 또한 최소한 한 통의 알림 통지서를 보내드립니다. 마감일 전에 AT&T의 Access 프로그램에 참여할 수 있는 자격 조건을 충족한다는 것을 증명하셔야 합니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않고 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다.

서비스 자격 조건을 더 이상 충족하지 못하는 경우엔 어떻게 됩니까?

AT&T의 Access 프로그램에 참여할 수 있는 자격 조건을 충족하지 않는다는 것을 AT&T가 발견하게 되는 경우, 서비스 취소에 대한 의도에 대해 알리지 않거나 자격 조건을 충족한다는 증명 서류를 제공하지 않는 한 프로그램 할인은 더 이상 적용되지 않으며 해당 인터넷 서비스에 대한 일반 요금을 청구받게 됩니다.

AT&T의 Access 프로그램에 연간 재인증을 완료하지 못하는 경우엔 어떻게 됩니까? 나중에 다시 신청할 수 있습니까? AT&T가 연간 재인증 날짜 전에 미리 통지해 드립니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않고 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다. 원하는 경우, 나중에 프로그램에 다시 참여할 수도 있으나 그런 경우, 새 신청서를 제출해야 하며 처음 가입했을 때와 같이 동일한 절차를 밟으셔야 합니다.

제 가구의 유일한 SNAP 참여자는 재인증하기 전에 이사할 예정입니다. AT&T의 Access 프로그램에 지속적으로 참여할 수 있습니까?

AT&T의 Access 고객들은 항상 자격 조건을 충족해야 하며 가구에 최소한 한 명의 SNAP 참여자가 있어야 한다는 것은 AT&T의 Access 프로그램에 참여하기 위한 필수 자격 조건입니다. 프로그램 신청을 위해 이용한 SNAP 정보 해당자가 귀하의 가구에 더 이상 거주하지 않는다는 것을 AT&T가 알게 되는 경우 귀하는

- 가구 내 누군가가 SNAP 참여자라는 것을 증명할 수 있는 문서를 제공하거나,
- 인터넷 서비스를 취소하겠다는 의향을 AT&T에 통지하거나,
- 또는 아무것도 하지 않으셔도 됩니다. 이 경우, AT&T는 프로그램 할인 가격을 취소하고 일반 가격에 대한 청구를 하게 됩니다.





AT&T의 Access 프로그램에 참여하기 위해 온라인 청구에 등록해야 하나요?  
아니요. 온라인 청구가 반드시 필요하지는 않습니다.

## 설치

기술자가 제 집으로 와서 서비스를 설치해야 하나요?

AT&T는 자택에서 스스로 간편하게 설치하실 수 있도록 간단한 단계별 안내와 함께 자가 설치 키트를 보내드립니다. 자가 설치를 시도한 후에 추가로 도움이 필요하신 경우 설치를 도와줄 수 있는 기술자를 별도의 비용 없이 요청하실 수 있습니다.

설치를 위해 기술자의 도움이 필요한 경우 별도의 요금이 청구되나요?

아니요. 별도의 비용은 청구되지 않습니다. AT&T는 간단한 단계별 안내와 함께 자가 설치 키트를 보내드립니다. 대부분의 경우, 고객들은 설치 과정을 기술자의 도움 없이 완료할 수 있습니다. 자가 설치를 시도한 후에 추가로 도움이 필요하신 경우 설치를 도와줄 수 있는 기술자를 요청하실 수 있습니다.

## 기타 질문 및 자원

제가 SNAP 참여자인지는 어떻게 알 수 있습니까?

미국 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)은 이전에는 푸드 스탬프로 알려져 있었습니다. 이 프로그램은 전국적으로 시행되나 각 주에서 연방 정부를 대신하여 이 프로그램을 운영합니다. 주 정부로부터 식품 보조 혜택(EBT, food card 등)을 받고 계시다면 SNAP 참여자입니다.

영양 보충 보조 프로그램의 혜택은 어떻게 받을 수 있습니까?

USDA SNAP 웹사이트 [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply) 를 방문하여 신청 방법에 대한 안내를 참조하십시오.

제 가구 구성원 중 단 한 명만이 SNAP 참여자입니다. AT&T의 Access 프로그램을 받을 수 있는 자격에 해당할 수 있습니까?

가구 구성원 중 누구라도 영양 보충 보조 프로그램(SNAP) 참여자인 경우, 이 가구는 AT&T의 Access 프로그램에 대한 자격이 되나 거주하시는 곳에서 AT&T의 Access 속도 중 최소한 한 가지 속도가 제공될 수 있어야 합니다.

저는 현재 LifeLine 고객이며 AT&T로부터 할인된 가격에 유선 전화 서비스를 받고 있습니다. AT&T의 Access 프로그램이 LifeLine을 대체하게 됩니까?

AT&T의 Access 프로그램은 유선 인터넷 서비스를 할인된 가격에 제공하며 LifeLine은 할인된 전화 서비스를 제공합니다. AT&T의 Access 프로그램과 LifeLine은 서로 다른 별개의 프로그램이며 해당 자격 조건도 다릅니다. AT&T의 Access 프로그램과 LifeLine에서 제공되는 할인 서비스를 모두 받으실 수도 있습니다. 그러나 한 프로그램에만 자격이 해당되고 다른 한 프로그램의 자격 조건에는 해당되지 않으실 수도 있습니다. LifeLine에 대한 자세한 사항은 [att.com/lifeline](http://att.com/lifeline) 을 참조하십시오.

저는 인터넷 사용을 해보지 못했습니다. 인터넷을 어떻게 사용해야 하는지에 대해 더 알고 싶습니다. 이에 대한 도움을 받을 수 있는 자원이 제공됩니까?

AT&T는 온라인 초보자들을 위해 Digital You라는 유용한 도구 모음을 준비해 두었습니다. 자택에서 온라인에 접속하기 위해 저렴한 가격의 컴퓨터를 찾고 계시든, 자녀분이 학교 과제를 완수하기 위해 인터넷 검색을 시작하든, 청구서 납부로부터 구직까지 온라인 사용 기술을 더욱 향상하길 원하시든, Digital You가 큰 도움을 드릴 수 있습니다! [digitalyou.att.com](http://digitalyou.att.com) 을 방문하여 온라인에 접속하시는 동안 어떻게 자신감을 늘리고, 기술을 향상하며, 개인정보를 지키고, 보안을 유지할 수 있는지에 대해 배우세요.



저렴한 가정용 인터넷.  
무한한 가능성.

  
**access**  
from **AT&T**

월 \$10의 저렴한 가격에  
제공되는 가정용 고속 인터넷

디지털 세상은 가능성으로 가득 차 있습니다.

AT&T는 친구, 가족, 나에게 꼭 필요한 것들과 항상 쉽게  
연결을 유지할 수 있도록 도와드립니다.

가구 구성원 중 최소 한 명이 **SNAP\*** 참여자인 경우,  
할인된 가격인 \$10에 10Mbps 가정용 인터넷 서비  
스를 받을 수 있는 자격에 해당할 수  
있습니다.\*\*

AT&T의 Access로 온라인에서 다음 활동들을 즐기세요.

- 숙제
- 구직
- 요금 납부
- 뉴스, 정보 및 엔터테인먼트 검색

그 외 더 많은 활동!

또한 약정 기간, 보증금, 설치비도 없습니다.

추가 비용 없이 가정용 Wi-Fi 게이트웨이 및  
전국 AT&T Wi-Fi 핫스팟 네트워크 액세스를  
포함합니다.

기타 자격 요건이 적용됩니다.

전체 정보를 얻거나 신청하려면

[att.com/access](http://att.com/access)를 방문하거나  
1-855-220-5211번으로 전화하십시오.



\*영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program). \*\*AT&T 21개 주 우선 지상 수신 범위에서만 제공됩니다. 해당 주소에 따라 더 낮은 속도(월 \$10에 5Mbps 또는 월 \$5에 3Mbps)가 제공될 수도 있습  
니다. 제시된 인터넷 속도는 최대 네트워크 서비스 역량 속도를 나타냅니다. 실제 고객이 받는 속도는 사이트 통신량, 콘텐츠 제공업체의 서버 용량, 내부 네트워크 관리 요소 및 장치 성능을 포함한 여러 요인에 따라 다를 수  
있으며 보장되지 않습니다. 자세한 정보는 [att.com/speed101](http://att.com/speed101)(영문)에서 확인하십시오. 세금이 포함되지 않은 가격입니다. 2016년 4월 22일부터 2016년 5월 22일까지 진행되는 서비스는 제공받는 서비스 종류나 속도에  
따라 월 데이터 허용량인 월 150GB 또는 월 250GB를 포함합니다. 2016년 5월 23일 이후부터의 서비스는 제공받는 서비스 종류나 속도에 따라 월 데이터 허용량인 월 150GB, 월 300GB 또는 월 600GB를 포함합니다. 월 데  
이터 플랜 허용량을 초과하는 경우, 데이터 플랜에서 초과하는 각 50GB당 \$10가 청구되며, 50GB를 초과하지 않아도 최소 \$10가 청구됩니다. 자세한 정보는 [att.com/internet-usage](http://att.com/internet-usage)(영문)에서 확인하십시오. Wi-Fi를 사  
용할 수 있는 장치가 필요합니다. 기타 제한사항이 적용됩니다. 상세내용 및 위치는 [www.attwifi.com](http://www.attwifi.com)을 참조하십시오.  
©2016 AT&T Intellectual Property. 모든 권리 보유. 본 문서에 포함된 AT&T, AT&T 로고 및 기타 모든 마크는 AT&T Intellectual Property 및/또는 AT&T 제휴사의 상표입니다.



(저렴한 가격의 유선 가정용 인터넷 서비스 신청서)  
신청서가 처리되기 위해서는 모든 기재 항목을 빠짐 없이 작성하셔야 합니다.

AT&T의 Access 프로그램 참여를 승인하기 위해서는 이 서명된 신청서가 필요합니다. 이 양식은 프로그램에 해당하는 귀하의 자격을 승인하는 데만 사용되며 다른 용도로는 사용되지 않습니다. 검은색이나 파란색 펜으로 인쇄체와 대문자를 사용하여 기재해 주십시오. 모두 기재한 후, 이 양식과 자격 해당 증명서 사본을 Access from AT&T, PO Box 5030, Charleston, IL 61920-5030으로 우편으로 부치거나, 완성된 양식과 자격 해당 증명서 사본을 팩스번호 1-855-933-2423번으로 전송하거나, 이 양식과 자격 해당 증명서를 스캔한 사본을 이메일 주소 ATTaccess@solixinc.com으로 보내십시오.

신청인 이름 \_\_\_\_\_ 중간 이름 \_\_\_\_\_ 성 \_\_\_\_\_

서비스 설치 주소(도로, 아파트 번호) \_\_\_\_\_ 도시 \_\_\_\_\_ 주 \_\_\_\_\_ 우편번호 \_\_\_\_\_

우편 주소(PO Box, 도로, 아파트 번호) \_\_\_\_\_ 도시 \_\_\_\_\_ 주 \_\_\_\_\_ 우편번호 \_\_\_\_\_

신청인의 생년월일: \_\_\_\_\_ 사회보장번호, 납세자 ID 또는 부족 ID의 마지막 4자리: \_\_\_\_\_

이메일 주소: \_\_\_\_\_ 자택전화 # \_\_\_\_\_ 휴대전화 # \_\_\_\_\_  
(SNAP 혜택 자격 조건 해당인이 신청인 본인이 아닌 경우, SNAP 참여자의 이메일 주소를 제공해 주십시오.)

**SNAP 혜택 자격 조건 해당인(신청인과 다른 사람인 경우에만 제공):**

이름 \_\_\_\_\_ 중간 이름 이니셜 \_\_\_\_\_ 성 \_\_\_\_\_

생년월일 \_\_\_\_\_ 사회보장번호 마지막 4자리 \_\_\_\_\_

**신청서를 처리하려면 다음의 문서들이 첨부되어야 합니다.**

귀하의 가구가 SNAP에 참여하고 있다는 것을 증명할 수 있는 다음의 문서 한 가지 이상을 복사(원본은 다시 돌려주지 않음)하여 이 신청서와 함께 제출하십시오.

- 금년도 SNAP 혜택 명세서(명세서에 SNAP 혜택 자격 조건 해당인의 이름이 포함되어야 함)
- SNAP 참여 통지서(통지서에 SNAP 혜택 자격 조건 해당인의 이름이 포함되어야 함)
- SNAP 혜택을 증명하는 프로그램 참여 문서(예를 들어, 카드에 SNAP 혜택 자격 조건 해당인의 이름이 포함된 SNAP 전자 혜택 수여 카드)

## 인증서

서비스 등록 절차 중 고속 인터넷 서비스 약관을 수락하는 것에 더하여, AT&T의 Access 프로그램은 귀하로 하여금 가구 구성원이 SNAP에 참여하고 있다는 것과 귀하께서 이 신청서에 제공한 정보와 문서가 진실되며 정확하고, 다음의 추가적인 서비스 약관을 읽고 동의함을 인증하도록 요구합니다.

AT&T의 Access는 최소한 1명의 가구 내 거주인이 미국 영양 보충 보조 프로그램(Supplemental Nutrition Assistance Program, SNAP)에 참여하며, AT&T가 유선 가정용 인터넷 서비스를 제공하는 21개주 지역에 주소가 있는, 자격을 갖춘 가구에 저렴한 가격으로 유선 가정용 인터넷 서비스를 제공해 드리는 프로그램입니다. 자격이 되는 가구는 지난 6개월 이내에 AT&T의 고정 인터넷 서비스에 대해 미납된 금액 또는 이 프로그램을 받는 중 미납된 채무가 없어야 합니다.

이 프로그램은 2016년 4월 22일부터 시작하여 4년 동안 지속됩니다. 4년째에 서비스에 가입하는 신청인은 12개월 동안 할인된 가격을 받을 수 있습니다.





저렴한 가격의 유선 가정용 인터넷 서비스 제공 가능성 및 속도는 주소에 따라 다를 수 있습니다. AT&T는 월 \$10에 초당 10메가비트, 월 \$10에 초당 5메가비트, 월 \$5에 초당 3메가비트의 속도 등급\* 중 해당 거주지에서 받을 수 있는 가장 빠른 속도를 제공합니다.\*\* 이 중 해당 주소에서 받을 수 있는 속도가 없는 경우, AT&T의 Access 프로그램을 제공받을 수 없습니다.

이 프로그램은 매년 자격 재인증을 필요로 합니다. AT&T가 다시 인증받으실 수 있도록 연간 재인증 날짜 전에 미리 통지해 드립니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않고 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다.

AT&T의 Access 서비스가 유효하기 위해서는 서비스 제공 기간 중 자격이 되는 가구에 최소한 한 명의 SNAP 참여자가 지속적으로 거주해야 합니다. 서비스를 받는 가구에 SNAP 참여자가 더 이상 거주하지 않는다는 것을 AT&T가 알게 되는 경우, AT&T는 귀하나 귀하의 가구 구성원이 SNAP 참여자임을 증명하는 문서를 제공할 수 있는 기회가 있다는 것을 통지해 드릴 것입니다. 서비스를 취소하기 위해 지정된 날짜까지 필요한 절차를 완료하지 않거나 취소에 대한 의도를 AT&T에 통지하지 않으시는 경우, 프로그램 할인 가격이 취소되며 그 당시 해당되는 일반 요금을 청구받게 됩니다.

한 가구당 한 개의 할인된 유선 인터넷 접속만이 허용됩니다. (자격이 되는 가구는 어린이 및 자신과 친족 관계가 아닌 해당 주소에 거주하는 모든 거주인을 포함합니다.)

**본 신청서에 서명함으로써** 본인은 위에 명시되어 있는 모든 사항을 읽고 이해했으며 본인이나 본인의 가구 구성원이 SNAP 참여자이고 본 신청서에 제공된 정보와 문서는 모두 사실이며 정확함을 인증합니다.

신청인 서명: \_\_\_\_\_ 날짜: \_\_\_\_\_

SNAP 혜택 자격 조건 해당인 서명: \_\_\_\_\_ 날짜: \_\_\_\_\_  
(신청인과 다른 경우)

본 프로그램을 어떻게 알게 되셨습니까? (해당하는 항목에 모두 표시하십시오.)

- |   |   |
|---|---|
| <input type="radio"/> 학구                    | <input type="radio"/> 라디오, TV 또는 인쇄 광고물 |
| <input type="radio"/> 주 또는 커뮤니티 조직 또는 행사    | <input type="radio"/> 우편 또는 이메일         |
| <input type="radio"/> 국가 기관                 | <input type="radio"/> 친구나 친척            |
| <input type="radio"/> EveryoneOn 웹사이트 또는 행사 |   |

\*제시된 인터넷 속도는 최대 네트워크 서비스 역량 속도를 나타냅니다. 실제 고객이 받는 속도는 사이트 통신량, 콘텐츠 제공업체의 서버 용량, 내부 네트워크 관리 요소 및 장치 성능을 포함한 여러 요인에 따라 다를 수 있으며 보장되지 않습니다. 자세한 정보는 att.com/speed101(영문)에서 확인하십시오.  
\*\*모든 가격에는 세금이 별도로 추가됩니다. 서비스는 제공받는 서비스 종류나 속도에 따라 월 데이터 허용량(월 150GB 또는 월 250GB)을 포함합니다. 월 데이터 플랜 허용량을 초과하는 경우, 데이터 플랜에서 초과하는 각 50GB당 \$10가 청구되며, 50GB를 초과하지 않아도 최소 \$10가 청구됩니다. 자세한 정보는 att.com/internet-usage(영문)에서 확인하십시오.



**Exhibit 9**

Access from AT&T Outreach Collateral (Spanish)



## Lista de verificación de la información necesaria para completar la solicitud

### **P: ¿Qué información necesitare para completar la solicitud del programa Acceso de AT&T?**

R: Es importante que completes la solicitud íntegra y correctamente para asegurarte de que no se atrase la aprobación para participar en el programa. Lee detenidamente las instrucciones de la solicitud.

### La siguiente información debe estar incluida:

- ☐ Nombre del cliente (la persona que pagará la factura)
- ☐ Domicilio en donde se instalará el servicio  
(Calle, nro de apartamento o unidad (si corresponde), ciudad, estado, código postal)
- ☐ Domicilio de facturación del cliente (si es diferente al domicilio en donde se instalará el servicio)
- ☐ Dirección de correo electrónico del cliente
- ☐ Números de teléfono del cliente (residencial y/o móvil)
- ☐ Número de Seguro Social del cliente, Identificación Fiscal (TIN) o Identificación Tribal
- ☐ Fecha de nacimiento del cliente (mes/día/año)
- ☐ Nombre de la persona que participa en SNAP y que vive en el hogar en donde el servicio será instalado (Importante: Esta persona no tiene que ser la misma persona que solicita el servicio.)
- ☐ Número de Seguro Social, Identificación Fiscal (TIN) o Identificación Tribal del participante de SNAP  
Comprobante de la participación en SNAP (consulta los detalles a continuación)

### **P: ¿Qué tipo de comprobante de la participación en SNAP necesito proporcionar?**

R: Debes proporcionar un documento que confirme que por lo menos una persona que vive en el hogar en donde se instalará el servicio participa en SNAP. (Deberás adjuntar una imagen de este documento cuando hagas su solicitud en línea o incluir una copia impresa del documento cuando envíes tu solicitud por correo.)

- ☐ Tarjeta de SNAP con el nombre de la persona que participa en SNAP (Si no aparece un nombre en la tarjeta de SNAP, deberás proporcionar una carta de beneficios o que compruebe la participación en SNAP escrita por la oficina local de SNAP.)  
o
- ☐ Carta de beneficios o que compruebe la participación en SNAP escrita por la oficina local de SNAP
  - Si la persona que participa en SNAP y que vive en tu hogar no tiene una tarjeta o carta de beneficios de SNAP, haz que se comuniquen con la oficina local de SNAP para obtener una.
  - **Haga clic aquí** para encontrar la información de contacto de las oficinas locales de SNAP.

### **P: ¿Qué pasa si no participo en SNAP? ¿En dónde puedo obtener información sobre SNAP?**

R: Para obtener información sobre el Programa de Asistencia para Nutrición Suplementaria (SNAP) y preguntar sobre los beneficios, **haga clic aquí** para encontrar la información de contacto de las oficinas locales de SNAP.





## Customer FAQs



## Preguntas frecuentes



### detalles del programa

#### ¿Qué es el programa Acceso de AT&T?

El programa Acceso de AT&T ofrece una opción de bajo costo para que los hogares de bajos ingresos tengan acceso a Internet de línea fija en los 21 estados en los que proporciona servicios residenciales de Internet de línea fija. Para ser elegible, por lo menos una persona en tu hogar debe participar en el Programa de Asistencia para Nutrición Suplementaria o SNAP, por su sigla en inglés. También existen otros requisitos.

#### ¿Por qué debería solicitar participación en el programa Acceso de AT&T?

El acceso a Internet puede cambiar tu vida. Puedes utilizar el servicio de Internet para solicitar empleos, conectarte con Además, al familiares y amigos, encontrar información de salud, completar cursos educativos en línea y mucho más. Además, al participar en el programa Acceso de AT&T, ¡podrías ahorrar dinero en tu factura de Internet! Asimismo, no tendrás que pagar por la instalación o activación de tu servicio, o por los cargos del módem o del portal.

#### ¿Por cuánto tiempo estará disponible el programa Acceso de AT&T?

Esta oferta será válida por cuatro años. Empezará en el mes de abril de 2016 y continuará hasta abril de 2020. AT&T te pedirá cada año que vuelvas a certificar tu participación en SNAP. Los participantes que reúnan los requisitos para el programa Acceso de AT&T después de abril de 2019, pueden continuar participando en el programa por 12 meses a partir de la fecha de activación.

### servicios y precios

#### ¿Qué velocidades de conexión a Internet están disponibles con el programa Acceso de AT&T?

Hay tres niveles de velocidad disponibles a través del programa. AT&T te asignará una velocidad de conexión de 10, 5 o 3Mbps; la velocidad que sea la más rápida disponible con base en tu domicilio.

#### ¿Sólo hay tres velocidades disponibles?

Los niveles de velocidad de 10, 5 y 3Mbps son las únicas velocidades disponibles a través del programa Acceso de AT&T. Otras velocidades podrían estar disponibles en donde vives, pero para suscribirte a ellas tendrías que hacerlo sin usar el programa Acceso y pagando la tarifa regular.

#### Si participo en el programa Acceso de AT&T, ¿cuál es la tarifa mensual?

Hay tres niveles de velocidad de conexión disponibles con el programa. Si te asignamos el nivel de la velocidad de 10Mbps o de 5Mbps, solo tendrías que pagar \$10 al mes. Y si el nivel de tu velocidad es de 3Mbps, solo tendrías que pagar \$5 al mes. Te asignaremos la velocidad más rápida disponible con base en tu domicilio. Ninguno de los precios incluye impuestos.

#### ¿Mi nivel de velocidad incluirá una asignación de datos?

El servicio incluirá una asignación de datos (de 150GB de datos al mes o de 250GB de datos al mes) dependiendo del tipo y velocidad del servicio que recibas. Si superas la asignación mensual de datos incluidos en tu plan, te cobraremos \$10 por cada 50GB de uso de datos que supere el plan de datos. Para obtener más detalles, visita

[www.att.com/es-us/support/internet/usage.html](http://www.att.com/es-us/support/internet/usage.html).

#### Supongamos que me asignan una velocidad de 5Mbps. ¿Puedo cambiarme a la de 3Mbps para que mi factura mensual sea de \$5 en lugar de \$10?

No. Este programa asigna solamente el nivel con la velocidad más rápida de los tres niveles disponibles con base en tu domicilio. AT&T te asignará automáticamente la velocidad más rápida.





*¿Qué significa exactamente el servicio residencial de Internet de línea fija?*

El “servicio residencial de Internet de línea fija” se refiere al servicio de acceso a Internet de Banda Ancha de línea fija que ofrece AT&T. Este servicio se transmite a un lugar fijo a través de una línea física o cable.

*¿Aplica esta oferta al servicio de Internet a través del teléfono móvil?*

No. Esta oferta solo aplica al servicio residencial de Internet de línea fija disponible en el **área de servicio** de AT&T que incluye 21 estados del país.

*Los materiales del programa indican que se incluye un módem Wi-Fi residencial sin costo adicional. ¿Qué significa esto?*

El servicio Access de AT&T incluye un módem o portal Wi-Fi que emite una señal Wi-Fi dentro de tu hogar, lo que te permitirá ampliar el alcance del servicio de Internet por línea fija. Podrás tener acceso a la señal Wi-Fi inalámbrica con una variedad de equipos compatibles con Wi-Fi, como laptops, tablets, smartphones y muchos más.

*En los materiales del programa se indica que el servicio Access de AT&T incluye acceso a la red nacional de hotspots Wi-Fi de AT&T sin cargo adicional. ¿Qué significa esto?*

El servicio Wi-Fi Basic de AT&T se ofrece a los clientes del programa Access de AT&T sin costo adicional. Podrás conectar tus equipos con conexión Wi-Fi fuera de tu hogar, en miles de hotspots Wi-Fi de AT&T en todo el país. Para obtener más información y conocer la ubicación de los hotspots Wi-Fi de AT&T, visita [www.att.com/shop/wireless/wifi](http://www.att.com/shop/wireless/wifi) (en inglés).

**cómo suscribirse al servicio**

*¿Cómo sé si reúno los requisitos para el programa Acceso de AT&T?*

Para asegurar que reúnes los requisitos para participar en el programa, visita [www.att.com/access](http://www.att.com/access) después del 22 de abril de 2016 y verifica si el servicio está disponible con base en tu domicilio. Después, completa la solicitud correspondiente para ver si tu hogar cumple con los requisitos.

Por lo menos una persona en tu hogar debe participar en el Programa de Asistencia para Nutrición Suplementaria o SNAP, por sus siglas en inglés. Usted debes vivir en uno de los 21 estados en donde AT&T ofrece el servicio residencial de Internet de línea fija y por lo menos uno de los niveles de velocidad del programa Acceso debe estar disponible en el domicilio donde vives.

*¿Cómo averiguo si vivo en uno de los 21 estados que forman parte del área de servicio de AT&T?*

El área de servicio de 21 estados es un área extensa (también conocida como “área de cobertura”) en donde AT&T ofrece servicios residenciales de Internet de línea fija. Para ver un mapa del área de servicio, visita [www.att.com/es-us/local](http://www.att.com/es-us/local). La disponibilidad exacta del servicio y sus velocidades podrían variar según el domicilio.

*¿Qué información debo proporcionar para participar en el programa Acceso de AT&T?*

Necesitarás proporcionar el domicilio (dirección) en donde instalaremos el servicio, información sobre la persona que solicita el servicio (nombre, dirección postal y de correo electrónico, fecha de nacimiento y su número de Seguro Social o de su identificación fiscal (TIN) o de su identificación tribal), así como la información del miembro del hogar que participa en SNAP (nombre, dirección postal y de correo electrónico, fecha de nacimiento y su número de Seguro Social o de su identificación fiscal (TIN) o de su identificación tribal). También deberás proporcionar una copia de un documento que compruebe la participación en SNAP, como por ejemplo una copia de una tarjeta válida de SNAP que incluya el nombre del participante en el programa o de una carta actual de beneficios de SNAP.

*¿Puedo proporcionar un número de identificación fiscal (TIN) en lugar de un número de Seguro Social?*

Puedes proporcionar tu número de Seguro Social, de identificación fiscal (TIN) o de identificación tribal.

*¿Puedo solicitar participación en el programa Acceso de AT&T visitando una tienda de AT&T?*

No. Las tiendas de AT&T no pueden procesar solicitudes o pedidos para el programa Acceso de AT&T. A partir del 22 de abril de 2016, visita [www.att.com/access](http://www.att.com/access) para completar y enviar tu solicitud en línea o por correo electrónico. También puedes imprimir la solicitud y enviarla por fax o por correo postal. Si tienes dificultades con la solicitud, comunícate con un representante de AT&T llamando al número de teléfono que aparecerá en el sitio web de [www.att.com/access](http://www.att.com/access) después del 22 de abril.

*¿Necesito pagar un depósito para suscribirme al servicio?*

No necesitarás pagar un depósito para establecer tu servicio de Internet a través del programa Acceso de AT&T.



*¿Tendré que pasar por una verificación de crédito cuando aplique al servicio?*

Como parte de la norma estándar de AT&T, todos los pedidos para un servicio nuevo están sujetos a una verificación de crédito. Los resultados de la verificación de crédito no afectarán tu habilidad de recibir el servicio de Internet a través del programa Acceso de AT&T.

*Después de solicitar participación en el programa y proporcionar la información necesaria, ¿cómo sabré si calificó?*

Después de recibir y procesar tu solicitud, te enviaremos una carta que indica el estado de la misma. Esta carta incluirá instrucciones sobre los siguientes pasos que debes tomar para hacer el pedido.

*¿Cuánto tiempo antes puedo solicitar participación? Si el programa no empieza hasta abril de 2016, ¿esto quiere decir que debo esperar hasta que empiece el programa?*

Los clientes nuevos y actuales de AT&T que sean elegibles pueden empezar a solicitar participación en el programa Acceso de AT&T a partir del 22 de abril de 2016, la fecha oficial en la que empieza el programa.

*Tengo más de una cuenta de Internet con AT&T. Si aprueban mi participación en el programa Acceso de AT&T, ¿incluirá a todas mis cuentas de Internet?*

No. Solo una cuenta de Internet de AT&T por hogar puede participar en el programa Acceso de AT&T. Deberás elegir la cuenta que quieres que sea incluida en el programa.

*Si aprueban mi solicitud, ¿cuándo empieza a aplicar el programa Acceso de AT&T a mi servicio?*

El servicio empieza cuando tu pedido a través del programa Acceso de AT&T se haya completado. Esa fecha podría ser el mismo día en que llames para activar tu descuento (si actualmente tienes servicio de AT&T) o en otra fecha más adelante (si estás suscribiéndote a un servicio nuevo de Internet de línea fija). Cuando llames para hacer tu pedido, el representante de servicio al cliente te proporcionará la fecha de activación de tu servicio.

*Actualmente tengo un paquete de servicios de AT&T. Si me suscribo al servicio de Internet a través del programa Acceso de AT&T, ¿seguiré pagando el mismo precio de paquete por los otros productos?*

Es posible que puedas seguir pagando el mismo precio de paquete por tus otros servicios de AT&T aunque cambies tu servicio de Internet al programa Acceso de AT&T. Para obtener todos los detalles, comunícate con un representante de AT&T llamando al número especial que aparecerá en el sitio web [www.att.com/access](http://www.att.com/access) a partir del 22 de abril.

*¿Está garantizada mi participación continua en el programa?*

Puedes continuar participando en el programa mientras la oferta esté disponible y siempre y cuando continúes cumpliendo con los requisitos de la misma. Deberás certificar cada año que sigues cumpliendo con los requisitos.

*¿Cómo sabré cuándo debo volver a certificarme para asegurarme de que cumplo con los requisitos?*

Te enviaremos una notificación varias semanas antes de la fecha límite para certificarse, y también te enviaremos por lo menos un aviso para recordarte. Antes de la fecha límite, deberás demostrar que sigues cumpliendo con los requisitos para participar en el programa Acceso de AT&T. Si no completas los pasos necesarios antes de la fecha correspondiente y no nos avisas que quieres cancelar tu servicio, tu cuenta dejará de recibir el descuento del programa y facturaremos tu servicio la tarifa regular vigente en ese momento.

*¿Qué pasa si ya no cumplo con los requisitos?*

Si descubrimos que ya no cumples con los requisitos para participar en el programa Acceso de AT&T, tu cuenta dejará de recibir el descuento y facturaremos tu servicio de Internet a la tarifa regular vigente en ese momento. Esto sucederá a menos que nos digas que quieres cancelar tu servicio o proporciones la documentación necesaria demostrando que sí sigues cumpliendo con los requisitos.

*¿Qué pasa si no completo la certificación anual para el programa Acceso de AT&T? ¿Puedo volver a solicitar participación más tarde?*

Te enviaremos una notificación con tiempo indicando la fecha límite para volver a certificarte. Si no completas los pasos necesarios antes de dicha fecha y no nos avisas que quieres cancelar tu servicio, tu cuenta dejará de recibir el descuento del programa y facturaremos tu servicio a la tarifa regular vigente en ese momento. Si quieres volver a participar en el programa en el futuro, lo puedes hacer. Sin embargo, deberás enviar una solicitud nueva y pasar por el mismo proceso por el que pasaste cuando solicitaste participación por primera vez.



*La única persona que vive en mi hogar y que participa en SNAP dejará de vivir con nosotros antes de la fecha límite para volver a certificarnos. ¿Podré seguir participando en el programa Acceso de AT&T?*

Los clientes que participan en el programa Acceso de AT&T deben cumplir con los requisitos en todo momento. Tener por lo menos una persona que participa en SNAP viviendo en el hogar es un requisito para seguir participando en el programa Acceso de AT&T. Si obtenemos información indicando que la persona cuya información de SNAP fue incluida en la solicitud para solicitar participación en el programa ya no vive en tu hogar, te daremos la oportunidad de:

- Proporcionar documentación demostrando que otra persona en tu hogar participa en SNAP, o
  - Avisarnos que quieres cancelar tu servicio de Internet, o
- No hacer nada. En dado caso, tu cuenta dejará de recibir el descuento del programa y facturaremos tu servicio a la tarifa regular vigente en ese momento.

*¿Debo suscribirme a la facturación por Internet para poder participar en el programa Acceso de AT&T?*

No, no es obligatorio participar en la facturación por Internet.

**instalación**

*¿Necesitaré venir alguien a mi hogar a instalar el servicio?*

AT&T te enviará un kit de instalación propia con instrucciones sencillas paso a paso que facilitarán el proceso de instalación para que lo puedas completar tú mismo(a). Si necesitas más ayuda después de intentar hacer la instalación propia, puedes solicitar que enviemos un técnico (sin cargo) para ayudarte a completar la instalación.

*Si necesito llamar para que envíen un técnico a ayudarme con la instalación, ¿me cobrarán algo?*

No, no habrá ningún cargo. Te enviaremos un kit de instalación propia con instrucciones paso a paso. En la mayoría de los casos, los clientes pueden completar la instalación ellos mismos. Si necesitas más ayuda después de intentar hacer la instalación propia, puedes pedir que enviemos un técnico para ayudarte.

**otras preguntas y recursos**

*¿Cómo puedo averiguar si participo en SNAP?*

El Programa de Asistencia para Nutrición Suplementaria de los Estados Unidos solía ser el Programa de Cupones para Alimentos (Food Stamp Program). Es un programa disponible a nivel nacional, pero cada estado administra el programa en representación del gobierno federal. Si recibes beneficios alimentarios a través de tu gobierno estatal (EBT, tarjeta para comprar alimentos), probablemente estás participando en SNAP.

*¿Cómo me inscribo al Programa de Asistencia para Nutrición Suplementaria?*

Visita el sitio web de SNAP: <http://www.fns.usda.gov/es/snap/para-presentar-la-solicitud>. Ahí encontrarás instrucciones sobre cómo solicitar participación en el programa.

*¿Qué pasa si solo una persona en mi hogar participa en SNAP? ¿Igual podemos calificar para participar en el programa Acceso de AT&T?*

Si alguna persona que vive en tu hogar participa en el Programa de Asistencia para Nutrición Suplementaria, tu hogar califica para participar en el programa Acceso de AT&T si por lo menos una de las velocidades de conexión a Internet proporcionadas a través del programa está disponible en tu domicilio.

*En la actualidad participo en el programa Lifeline y recibo mi servicio de teléfono residencial de AT&T a un precio reducido. ¿Será reemplazado el programa Lifeline por el programa Acceso de AT&T?*

El programa Acceso de AT&T ofrece servicios residenciales de Internet de línea fija a un precio reducido. Lifeline ofrece servicio telefónico a precio reducido. El programa Acceso de AT&T y el programa Lifeline son dos programas totalmente diferentes y cada uno cuenta con sus propios requisitos. Es posible recibir servicios a precios reducidos a través del programa Acceso de AT&T al mismo tiempo que los recibes a través de Lifeline. De igual manera, es posible ser elegible para un programa pero no para el otro. Visita [www.att.com/lifeline](http://www.att.com/lifeline) (en inglés) para obtener más información sobre el programa Lifeline.



*No tengo mucha experiencia utilizando Internet y no sé muy bien cómo empezar. ¿Existe algún recurso para ayudarme?*

AT&T ha creado una valiosa colección de herramientas para personas sin mucha experiencia utilizando Internet. Esta colección de herramientas se llama Digital You. Ya sea que quieras comprar una computadora a bajo precio para navegar en línea en tu hogar, que tus hijos estén empezando a explorar recursos en línea para completar su tarea de la escuela o que quieras mejorar tus habilidades para pagar facturas en línea o solicitar empleos, iDigital You te puede ayudar!

Visita [www.digitalyou.att.com/es](http://www.digitalyou.att.com/es) para mejorar tus habilidades, tener más confianza en ti mismo(a) al navegar por Internet y para informarte sobre tu privacidad y seguridad al conectarte por Internet.



Exhibit 9  
General Flyer



## Internet Residencial a Precios Económicos. Oportunidades Increíbles.

  
**acceso**  
de AT&T

### Internet Residencial de Alta Velocidad por sólo \$10 al mes

El mundo digital está lleno de posibilidades. Con AT&T es más fácil conectarte con amigos, familiares y las cosas que más te importan. Si al menos una persona en tu hogar **participa en SNAP\***, es posible que reúnas los requisitos para obtener el servicio de Internet residencial con nuestra tarifa reducida de \$10.\*\*

Access de AT&T te da acceso a Internet para que puedas:

- **Hacer tareas escolares**
- **Buscar empleos**
- **Pagar facturas**
- **Encontrar noticias, información y entretenimiento**

¡Y mucho más!

*Además, NO se requiere contrato, NI depósito, NI cargo por instalación.*

Portal Wi-Fi para el hogar y acceso a la red nacional de Hotspots Wi-Fi de AT&T, INCLUIDO sin costo adicional.

Existen otros requisitos para suscribirse.

Visita [att.com/access](http://att.com/access) para obtener la información completa y solicitar el servicio.

O bien, llama al 1-855-220-5225.



\*Programa Complementario de Asistencia Nutricional (SNAP, por su sigla en inglés). \*\*Solo está disponible en el área de servicio de línea fija de AT&T, que cubre 21 estados. Es posible que se proporcionen las velocidades más lentas (5Mbps por \$10 al mes o 3Mbps por \$5 al mes) dependiendo de lo que esté disponible en su domicilio. Las referencias a la velocidad de Internet representan las velocidades máximas del servicio de red. Las velocidades reales del cliente no están garantizadas y pueden variar según factores como el tráfico del sitio, la capacidad del servidor del proveedor de contenido, los factores internos de administración de redes y las funcionalidades del equipo. Para obtener más información, visite [att.com/speed101](http://att.com/speed101). El precio no incluye los impuestos. Del 22-abr-2016 al 22-may-2016 el servicio incluirá una asignación de datos mensual de 150GB o 250GB de datos al mes, según el tipo y la velocidad del servicio que esté recibiendo. A partir del 23-may-2016, el servicio incluirá una asignación de datos mensual de 150GB, 300GB o 600GB de datos al mes, según el tipo y la velocidad del servicio que esté recibiendo. Si supera la asignación mensual de su plan de datos, automáticamente se le cobrarán \$10 por cada 50GB de uso de datos que supere dicha asignación, aunque sean menos de 50 gigabytes. Para obtener más información, visite [att.com/internet-usage](http://att.com/internet-usage). Se requiere un equipo compatible con Wi-Fi. Existen otras restricciones. Visite [www.attwifi.com](http://www.attwifi.com) para obtener más información y consultar las ubicaciones. ©2016 AT&T Intellectual Property. Todos los derechos reservados. AT&T, el logotipo de AT&T y todas las otras marcas contenidas aquí son marcas comerciales de AT&T Intellectual Property y/o compañías afiliadas a AT&T.





(Solicitud para recibir servicio residencial de internet por línea fija a precios económicos) **debe completar todos los datos para que la solicitud sea procesada.**

Es necesario enviar esta solicitud firmada para que podamos aprobar su participación en el programa Acceso de AT&T. El formulario solo se utiliza para certificar su elegibilidad para el programa y no será utilizada para ningún otro fin. **Escriba sus respuestas con letras mayúsculas** en tinta negra o azul solamente. Cuando la haya completado, por favor envíe el formulario por correo, junto con las copias de los documentos para comprobar su elegibilidad, a: **Access from AT&T, P.O. Box 5030, Charleston, IL 61920-5030**. También puede enviar por fax la solicitud y comprobantes al: 1-855-933-2423, o puede enviar la solicitud y comprobantes por correo electrónico a: [ATTaccess@solixinc.com](mailto:ATTaccess@solixinc.com).

Nombre del Solicitante \_\_\_\_\_ Segundo Nombre \_\_\_\_\_ Apellido \_\_\_\_\_

Domicilio de Servicio (Calle, nro de apartamento) \_\_\_\_\_ Ciudad \_\_\_\_\_ Estado \_\_\_\_\_ Código Postal \_\_\_\_\_

Domicilio Postal (Apdo. postal, calle, nro de apartamento) \_\_\_\_\_ Ciudad \_\_\_\_\_ Estado \_\_\_\_\_ Código Postal \_\_\_\_\_

Fecha de Nacimiento del Solicitante: \_\_\_\_\_ Últimos 4 dígitos del número de Seguro Social: \_\_\_\_\_

Correo electrónico \_\_\_\_\_ de teléfono en casa \_\_\_\_\_ de teléfono móvil \_\_\_\_\_  
(Proporcione el correo electrónico de la persona que participa en SNAP, si es diferente a la persona que solicita el servicio.)

**Persona que califica para SNAP** (Proporcione **solamente si el nombre es diferente** al del Solicitante):

Nombre: \_\_\_\_\_ Inicial del Segundo Nombre: \_\_\_\_\_ Apellido: \_\_\_\_\_

Fecha de Nacimiento: \_\_\_\_\_ Últimos 4 dígitos del Número de Seguro Social: \_\_\_\_\_

**Los siguientes documentos deben incluirse con la solicitud para que ésta sea procesada: fotocopia** (no se devolverán los documentos originales) de uno o más de los siguientes documentos que compruebe que alguien en su hogar participa en SNAP; envíe la fotocopia con su solicitud.

- La declaración de beneficios de SNAP del año en curso que incluya el nombre de la persona que califica para recibir beneficios de SNAP.
- Una carta certificando la participación en SNAP que incluya el nombre de la persona que califica para recibir beneficios de SNAP.
- Un documento sobre la participación en el programa que compruebe que recibe beneficios de SNAP (p. ej. una tarjeta de transferencia electrónica de beneficios que incluya el nombre de la persona que califica para recibir beneficios de SNAP.)

## Certificación

**Además de aceptar los Términos del Servicio de Internet de Alta Velocidad durante el proceso para suscribirse al servicio, el programa Acceso de AT&T requiere que certifique que usted o una persona que vive en su hogar participa en SNAP, que la información y documentación que ha proporcionado con esta solicitud es verdadera y correcta y que ha leído y acepta los siguientes términos de servicio adicionales:**

Acceso de AT&T es un programa que ofrece servicios residenciales de Internet por línea fija de bajo costo a hogares calificados donde vive por lo menos una persona que participa en el Programa Complementario de Asistencia Nutricional (SNAP) de los EE.UU. en un domicilio ubicado en uno de los 21 estados incluidos en el área de servicio de AT&T en donde AT&T ofrece servicios residenciales de Internet por línea fija\*. Los hogares que califiquen no deben haber tenido ninguna deuda pendiente por su servicio fijo\*\* de Internet de AT&T durante los últimos 6 meses, o una deuda pendiente por servicios recibidos a través de este programa.

Este programa tiene una duración de 4 años, a partir del 22 de abril de 2016. Aquellas personas que se suscriban al servicio durante el cuarto año califican para recibir la tarifa reducida por un periodo máximo de 12 meses.



Please do not fill out this sample application



(Solicitud para recibir servicio residencial de internet con cableado) a bajo costo

La disponibilidad y velocidad de conexión del servicio residencial de Internet por línea fija proporcionado a bajo costo podría variar según el domicilio. AT&T le asignará el más alto de los siguientes niveles de velocidad\* que esté disponible en donde vive: 10 megabits por segundo por \$10 al mes, 5 megabits por segundo por \$10 al mes o 3 megabits por segundo por \$5 al mes. Si ninguna de las velocidades mencionadas anteriormente está disponible en su domicilio, no podrá participar en el programa Acceso de AT&T.

Este programa requiere que usted vuelva a certificar su elegibilidad cada año. AT&T le avisará antes de la fecha límite para volver a certificarse. Si no completa los pasos necesarios antes de la fecha correspondiente y no nos avisa que quiere cancelar su servicio, su cuenta dejará de recibir el descuento del programa y facturaremos su servicio al precio regular vigente en ese momento.

Por lo menos una persona que participe en SNAP debe continuar viviendo en el hogar que califique durante el periodo en que participe en el programa Acceso de AT&T. Si en cualquier momento recibimos información indicando que en su hogar ya no vive una persona que participe en SNAP, AT&T le avisará que puede proporcionar documentos comprobando que usted u otra persona que vive en su hogar está participando en SNAP. Si no completa los pasos necesarios antes de la fecha correspondiente y no nos avisa que quiere cancelar su servicio, su cuenta dejará de recibir el descuento del programa y facturaremos su servicio a la tarifa regular vigente en ese momento.

Cada hogar solo puede recibir con descuento una conexión a Internet por línea fija. (Un hogar elegible incluye a todas las personas que vivan en su domicilio, incluyendo niños y personas que no sean sus familiares.)

**Al firmar esta solicitud**, certifico que: He leído y entiendo la información mencionada anteriormente; que yo, o una persona que vive en mi hogar, participa en SNAP; y que, la información y documentación proporcionada con esta solicitud es verdadera y correcta.

Firma del Solicitante: \_\_\_\_\_ Fecha: \_\_\_\_\_

Firma de la Persona que Califica para SNAP: \_\_\_\_\_ Fecha: \_\_\_\_\_  
(Si no es la misma que el solicitante)

¿Cómo se enteró sobre este programa? (Marque todas las respuestas que correspondan.)

- |   |  |
|---|--|
| <input type="radio"/> Distrito Escolar                          | <input type="radio"/> Anuncio de Radio, TV o Impreso |
| <input type="radio"/> Organización o Evento Comunitario/Estatal | <input type="radio"/> Correo Postal o Electrónico    |
| <input type="radio"/> Organización Nacional                     | <input type="radio"/> Amigo o Familiar               |
| <input type="radio"/> Sitio o Evento de EveryoneOn              |  |

\* Las velocidades de conexión a Internet mencionadas representan las velocidades máximas disponibles en la red. Las velocidades reales del cliente podrían variar y no están garantizadas. Las velocidades reales varían según factores como el tráfico del sitio, la capacidad del servidor del proveedor de contenido, los factores internos de administración de redes y las funcionalidades del equipo. Para obtener más información, visite [att.com/speed101](http://att.com/speed101).

\*\* Los precios no incluyen impuestos. El servicio incluirá una asignación mensual de datos (ya sea de 150 o 250 gigabytes de datos al mes) según el tipo y la velocidad del servicio que reciba. Si supera la asignación mensual de su plan de datos, automáticamente se le cobrarán \$10 por cada 50 gigabytes de uso de datos que supere dicha asignación, aunque sean menos de 50 gigabytes. Para obtener más información, visite [att.com/internet-usage](http://att.com/internet-usage).





**Exhibit 9**

**Access from AT&T Outreach Collateral (Vietnamese)**

Application Checklist



## Danh Sách Đánh Dấu các Thông Tin Cần Có để Điền Đơn Xin

**H: Tôi sẽ cần thông tin gì để điền đơn xin tham gia Access from AT&T?**

Đ: Điều quan trọng là quý vị cần phải điền đơn xin đầy đủ và chính xác để bảo đảm tránh trì hoãn trong việc được chấp thuận cho tham gia chương trình. Vui lòng xem kỹ lại các hướng dẫn trong đơn xin.

**Bắt buộc:**

- ☐ Tên khách hàng (người sẽ thanh toán hóa đơn)
- ☐ Địa chỉ nơi sẽ lắp đặt dịch vụ  
(Đường phố, số căn hộ/số đơn vị (nếu thích hợp), Thành phố, Tiểu bang, số ZIP Code)
- ☐ Địa chỉ nhận hóa đơn của khách hàng (nếu khác với địa chỉ nhận dịch vụ)
- ☐ Địa chỉ E-Mail của khách hàng
- ☐ Các số điện thoại của khách hàng (điện thoại nhà và/hoặc điện thoại di động)
- ☐ Số An Sinh Xã Hội của khách hàng, Mã số thuế, hoặc số ID Bộ Tộc
- ☐ Ngày tháng năm sinh của khách hàng (mm/dd/yyyy)
- ☐ Tên của người tham gia SNAP hiện đang sống trong hộ gia đình nơi sẽ lắp đặt dịch vụ (Lưu ý: Đây không nhất thiết phải là cùng người nộp đơn xin dịch vụ.)
- ☐ Số An Sinh Xã Hội, Mã Số Thuế, hoặc số ID Bộ Tộc của Người Tham Gia SNAP, Bằng chứng về việc tham gia SNAP (xem chi tiết ở dưới)

**H: Tôi cần cung cấp bằng chứng gì cho việc tham gia SNAP?**

Đ: Quý vị phải cung cấp chứng từ xác nhận ít nhất một người sinh sống trong hộ gia đình nơi sẽ lắp đặt dịch vụ hiện đang tham gia SNAP. (Quý vị cần gửi kèm theo hình ảnh của chứng từ này khi nộp đơn trên mạng trực tuyến, hoặc gửi kèm bản sao của chứng từ đó khi gửi đơn xin qua thư bưu điện.)

- ☐ Thẻ SNAP **có ghi tên của người tham gia SNAP**  
(Nếu trên thẻ SNAP không có tên, quý vị sẽ cần phải cung cấp thư thông báo nhận trợ cấp hoặc thư xác nhận tham gia SNAP từ văn phòng SNAP tại địa phương của người tham gia)

hoặc

- ☐ Thư thông báo được nhận trợ cấp hoặc xác nhận tham gia SNAP từ văn phòng SNAP tại địa phương
  - Nếu người tham gia SNAP trong hộ gia đình quý vị không có thẻ SNAP hoặc thư thông báo được nhận trợ cấp, vui lòng nói người tham gia đó liên lạc với văn phòng SNAP tại địa phương để lấy các chứng từ này
  - **Bấm vào đây** để tìm thông tin liên hệ của các văn phòng SNAP tại địa phương

**H: Nếu tôi không tham gia SNAP thì sao? Làm thế nào để tìm hiểu thông tin về chương trình SNAP?**

Đ: Để tìm hiểu về Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội (SNAP) và hỏi về trợ cấp, **bấm vào đây** để tìm thông tin liên hệ của các văn phòng SNAP tại địa phương.





## Các Thắc Mắc Thường Gặp

### thông tin chi tiết về chương trình

#### *Chương trình Access from AT&T là gì?*

Chương trình Access from AT&T cung cấp dịch vụ Internet qua đường dây gia đình cố định với chi phí thấp cho các hộ gia đình có lợi tức thấp tại 21 tiểu bang nơi chúng tôi cung cấp các dịch vụ Internet qua đường dây gia đình cố định. Để hội đủ điều kiện, ít nhất một người trong hộ gia đình quý vị phải đang tham gia Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội, hay gọi tắt là SNAP. Các tiêu chuẩn hội đủ điều kiện khác cũng áp dụng.

#### *Tại sao tôi nên nộp đơn xin tham gia chương trình Access from AT&T?*

Sử dụng Internet có thể giúp quý vị đổi đời. Quý vị có thể sử dụng Internet để nộp đơn xin việc trên mạng trực tuyến, kết nối với gia đình và bạn bè, tìm kiếm thông tin sức khỏe, hoàn thành chương trình học trực tuyến—và nhiều hoạt động khác. Mặt khác, với tư cách là người tham gia chương trình Access from AT&T, quý vị có thể tiết kiệm chi phí Internet! Ngoài ra, quý vị sẽ không phải trả chi phí lắp đặt hoặc mở dịch vụ—hoặc trả lệ phí mô-đem hoặc cổng.

#### *Chương trình Access from AT&T sẽ kéo dài bao lâu?*

Chương trình khuyến mại này sẽ có hiệu lực trong bốn năm. Chương trình sẽ bắt đầu từ tháng Tư 2016 và tiếp tục cho đến tháng Tư 2020. AT&T sẽ đề nghị quý vị tái chứng nhận việc tham gia SNAP của quý vị hàng năm. Những người hội đủ điều kiện tham gia chương trình Access from AT&T sau tháng Tư 2019 có thể tiếp tục tham gia chương trình đó thêm 12 tháng kể từ ngày bắt đầu mở dịch vụ.

### các dịch vụ và mức giá

#### *Có những tốc độ Internet nào qua chương trình Access from AT&T?*

Hiện chương trình có ba mức tốc độ. AT&T sẽ ấn định cho quý vị một mức tốc độ 10, 5, hoặc 3Mbps—tốc độ nào nhanh nhất hiện có tại địa chỉ của quý vị.

#### *Chỉ có ba tốc độ phải không?*

Các mức tốc độ của chương trình 10, 5, và 3Mbps là các tốc độ duy nhất hiện có qua chương trình Access from AT&T. Có thể có các tốc độ khác ở nơi quý vị cư trú, nhưng đối với các dịch vụ đó, quý vị sẽ cần phải ra ngoài chương trình và trả mức giá thông thường.

#### *Nếu tôi tham gia chương trình Access from AT&T, lệ phí hàng tháng của tôi là bao nhiêu?*

Có ba mức tốc độ chương trình có thể áp dụng. Nếu quý vị được ấn định mức tốc độ 10Mbps hoặc 5Mbps, quý vị sẽ trả chỉ có \$10 một tháng. Còn nếu quý vị được ấn định mức độ 3Mbps, quý vị sẽ chỉ phải trả có \$5 một tháng. Quý vị sẽ được ấn định mức tốc độ nhanh nhất trong số ba mức tốc độ hiện có ở nơi quý vị cư ngụ. Tất cả các mức giá sẽ cộng thêm thuế.

#### *Mức tốc độ của tôi có mức dữ liệu hạn định không?*

Dịch vụ sẽ bao gồm mức dữ liệu hạn định hàng tháng (hoặc là 150GB dữ liệu/tháng hoặc 250 GB dữ liệu/tháng) tùy thuộc vào dạng và tốc độ dịch vụ mà quý vị nhận được. Nếu quý vị sử dụng quá mức hạn định của chương trình dữ liệu hàng tháng, quý vị sẽ trả thêm \$10 cho mỗi 50 GB dữ liệu sử dụng vượt quá mức giới hạn quy định. Để biết thêm thông tin, tới trang mạng [att.com/internet-usage](http://att.com/internet-usage).

#### *Giả sử tôi được ấn định mức tốc độ 5Mbps. Tôi có thể chuyển sang 3Mbps để hàng tháng trả \$5 thay vì \$10 không?*

Không. Chương trình này chỉ áp dụng cho mức tốc độ cao nhất trong số ba mức tốc độ hiện có tại địa chỉ của quý vị. Tốc độ này sẽ được AT&T tự động ấn định cho quý vị.



**Chính xác dịch vụ Internet qua đường dây gia đình cố định có nghĩa là gì?**

“Dịch vụ Internet qua đường dây gia đình cố định” là nói đến Dịch Vụ Truy Cập Internet Băng Thông Rộng qua đường dây cố định của AT&T, được cung cấp cho một địa điểm cố định qua dây cáp hoặc đường dây điện.

**Chương trình khuyến mại này có áp dụng cho dịch vụ Internet không dây (di động) không?**

Không. Chương trình khuyến mại này chỉ áp dụng cho dịch vụ Internet qua đường dây gia đình cố định trong **khu vực dịch vụ** của AT&T ở 21 tiểu bang.

**Các tài liệu chương trình nói rằng có bao gồm một modem Wi-Fi tại gia miễn phí. Điều đó có nghĩa là gì?**

Dịch vụ Access from AT&T bao gồm một mô đun có khả năng kết nối Wi-Fi hoặc cổng phát sóng tín hiệu Wi-Fi không dây trong nhà, cho phép quý vị mở rộng phạm vi phủ sóng của dịch vụ Internet qua đường dây. Quý vị có thể truy cập tín hiệu Wi-Fi không dây này trên nhiều thiết bị có khả năng kết nối Wi-Fi khác nhau, bao gồm laptop, máy tính bảng, điện thoại thông minh, và nhiều thiết bị khác.

**Tài liệu chương trình nói rằng dịch vụ của Access from AT&T bao gồm truy cập mạng Wi-Fi toàn quốc của AT&T mà không phải trả thêm lệ phí. Điều đó có nghĩa là gì?**

Dịch vụ Wi-Fi Căn Bản của AT&T dành cho các khách hàng sử dụng Access from AT&T mà không phải trả thêm chi phí. Quý vị có thể kết nối các dụng cụ có Wi-Fi của mình khi xa nhà, tại hàng ngàn điểm truy cập Wi-Fi của AT&T trên toàn quốc. Để biết thông tin chi tiết đầy đủ và tìm các điểm truy cập Wi-Fi của AT&T, đi đến trang mạng [att.com/shop/wireless/wifi](http://att.com/shop/wireless/wifi).

**Đăng ký nhận dịch vụ**

**Làm thế nào để biết là tôi có hội đủ điều kiện tham gia chương trình Access from AT&T hay không?**

Để biết chắc chắn là quý vị có thể tham gia chương trình, tới trang mạng [att.com/access](http://att.com/access) sau ngày 22 tháng Tư, 2016 để kiểm tra tình trạng có sẵn dịch vụ tại địa chỉ của quý vị và nộp đơn xin để biết hội đủ điều kiện của quý vị có hội đủ điều kiện hay không.

Ít nhất một người trong hộ gia đình quý vị phải là người tham gia Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội, hay gọi tắt là SNAP. Quý vị phải cư ngụ tại một trong số 21 tiểu bang nơi AT&T cung cấp dịch vụ Internet gia đình qua đường dây, và ít nhất một trong các mức tốc độ Internet của Access from AT&T phải có sẵn tại địa chỉ nơi quý vị cư ngụ.

**Làm thế nào để biết là tôi ở trong khu vực dịch vụ của AT&T tại 21 tiểu bang?**

Khu vực dịch vụ tại 21 tiểu bang là khu vực rộng (hay còn gọi là bản đồ dịch vụ) nơi AT&T cung cấp các dịch vụ qua đường dây. Quý vị có thể xem bản đồ khu vực dịch vụ này tại trang mạng [att.com/local](http://att.com/local). Tình trạng có sẵn dịch vụ và tốc độ thực tế có thể khác nhau tùy theo từng địa chỉ.

**Tôi sẽ cần phải cung cấp thông tin gì để tham gia chương trình Access from AT&T?**

Quý vị sẽ cần phải cung cấp địa chỉ nơi sẽ lắp đặt dịch vụ, thông tin về người xin nhận dịch vụ (tên, địa chỉ thư tín và địa chỉ email, ngày tháng năm sinh, và số an sinh xã hội hoặc mã số thuế hoặc số ID bộ tộc), và thông tin dành cho thành viên gia đình hiện đang tham gia chương trình SNAP (tên, ngày tháng năm sinh, và số an sinh xã hội hoặc mã số thuế hoặc số ID bộ tộc). Quý vị cũng cần cung cấp bản sao chứng từ để chứng minh việc tham gia chương trình SNAP (thẻ SNAP hợp lệ trong đó có ghi tên người tham gia SNAP, hoặc thư thông báo nhận trợ cấp SNAP mới nhất).

**Tôi có thể cung cấp mã số thuế thay cho số An Sinh Xã Hội không?**

Quý vị có thể cung cấp số an sinh xã hội, mã số thuế, hoặc số ID bộ tộc.

**Tôi có thể nộp đơn xin tham gia chương trình Access from AT&T tại một tiệm AT&T ở địa phương không?**

Không, các tiệm bán lẻ AT&T không thể giải quyết các đơn đặt mua hoặc đơn xin tham gia Access from AT&T. Bắt đầu từ ngày 22 tháng Tư, 2016, quý vị sẽ có thể truy cập đơn xin tại [att.com/access](http://att.com/access) và nộp mẫu đơn xin trên mạng trực tuyến hoặc qua email. Quý vị cũng có thể in ra mẫu đơn xin và gửi qua fax hoặc đường bưu điện. Nếu quý vị gặp khó khăn với đơn xin, quý vị có thể liên lạc với một đại diện của AT&T tại số điện thoại đặc biệt sẽ được đăng trên trang mạng [att.com/access](http://att.com/access) sau ngày 22 tháng Tư.

**Tôi có cần phải trả tiền đặt cọc để nhận dịch vụ không?**

Không cần phải trả tiền đặt cọc để thiết lập dịch vụ Internet theo chương trình Access from AT&T.



***AT&T có xác minh tín dụng khi tôi nộp đơn xin sử dụng dịch vụ không?***

Theo chính sách thường lệ của AT&T, tất cả các đơn đặt mua dịch vụ mới đều phải qua thủ tục xác minh tín dụng. Kết quả xác minh tín dụng sẽ không ảnh hưởng đến khả năng có được dịch vụ Internet của quý vị qua chương trình Access from AT&T.

***Sau khi tôi đăng ký tham gia chương trình khuyến mại này và cung cấp thông tin yêu cầu, làm thế nào để biết là tôi hội đủ điều kiện tham gia?***

Sau khi chúng tôi nhận được và giải quyết đơn xin của quý vị, chúng tôi sẽ gửi thư cho biết tình trạng giải quyết đơn xin của quý vị qua đường bưu điện. Thư này sẽ bao gồm hướng dẫn về các bước tiếp theo trong thủ tục đặt mua dịch vụ.

***Tôi có thể đăng ký trước bao lâu? Nếu dịch vụ mãi đến tháng Tư, 2016 mới bắt đầu, có phải là tôi sẽ phải chờ đợi cho đến khi chương trình bắt đầu không?***

Các khách hàng mới và khách hàng hiện tại của AT&T hội đủ điều kiện tham gia chương trình có thể bắt đầu nộp đơn xin tham gia chương trình Access from AT&T vào ngày 22 tháng Tư, 2016—ngày chính thức khởi động chương trình.

***Tôi có hơn một trương mục dịch vụ Internet với AT&T. Nếu tôi được chấp thuận cho tham gia chương trình Access from AT&T, tất cả các trương mục Internet của tôi có bao gồm trong đó không?***

Không. Mỗi hộ gia đình chỉ được phép có được một trương mục dịch vụ Internet của AT&T trong chương trình Access from AT&T. Quý vị sẽ cần chọn trương mục mà quý vị muốn đưa vào.

***Nếu tôi được chấp thuận, khi nào chương trình Access from AT&T của tôi sẽ bắt đầu?***

Dịch vụ của quý vị trong chương trình này sẽ bắt đầu khi thủ tục đặt mua dịch vụ Access from AT&T của quý vị hoàn tất. Đó có thể là cùng ngày quý vị gọi tới để mở chương trình giảm giá của quý vị (nếu quý vị hiện đang có dịch vụ của AT&T)—hoặc sau này (nếu quý vị mới lắp dịch vụ Internet cố định). Đại diện dịch vụ khách hàng của quý vị sẽ cho quý vị biết ngày mở dịch vụ của quý vị khi quý vị gọi tới để đặt hàng.

***Tôi hiện có gói dịch vụ AT&T. Nếu tôi nhận dịch vụ qua Access from AT&T, mức giá theo gói dịch vụ này có không đổi cho các sản phẩm khác không?***

Quý vị có thể giữ mức giá theo gói dịch vụ cho các dịch vụ khác của AT&T, ngay cả khi quý vị chuyển dịch vụ Internet của quý vị sang chương trình Access from AT&T. Để biết thông tin chi tiết đầy đủ, vui lòng gọi đại diện của AT&T tại số điện thoại đặc biệt sẽ được đăng trên trang mạng [att.com/access](http://att.com/access) sau ngày 22 tháng Tư.

***Tôi có bảo đảm được tiếp tục tham gia không?***

Quý vị có thể tiếp tục tham gia trong thời gian chương trình khuyến mại này có hiệu lực, miễn là hộ gia đình quý vị tiếp tục hội đủ các điều kiện theo chương trình khuyến mại đó. Quý vị sẽ cần phải tái chứng nhận hàng năm để chứng minh là quý vị hội đủ các điều kiện.

***Làm thế nào để biết khi nào cần tái chứng nhận về việc tôi hội đủ các điều kiện của chương trình?***

Chúng tôi sẽ cho quý vị biết sớm vài tuần trước hạn chót tái chứng nhận, và chúng tôi cũng sẽ gửi cho quý vị ít nhất một thông báo nhắc nhở. Trước hạn chót này, quý vị cần chứng minh rằng quý vị vẫn hội đủ các điều kiện tham gia chương trình Access from AT&T. Nếu quý vị không hoàn tất các bước yêu cầu trước ngày quy định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và sẽ gửi hóa đơn cho quý vị theo các mức giá thị trường hiện hành.

***Nếu tôi không còn hội đủ điều kiện thì sao?***

Nếu chúng tôi thấy quý vị không còn hội đủ điều kiện tham gia chương trình Access from AT&T, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và gửi hóa đơn theo mức giá thông thường cho dịch vụ Internet của quý vị, trừ khi quý vị: yêu cầu chúng tôi hủy dịch vụ hoặc cung cấp chứng từ cho biết quý vị thực sự hội đủ các điều kiện đó.

***Nếu tôi không hoàn thành thủ tục tái chứng nhận hàng năm trong chương trình Access from AT&T thì sao? Sau này tôi có thể nộp đơn xin lại không?***

Chúng tôi sẽ thông báo trước cho quý vị về ngày tái chứng nhận hàng năm của quý vị. Nếu quý vị không hoàn tất các bước yêu cầu trước ngày quy định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ loại quý vị ra khỏi chương trình giảm giá và sẽ gửi hóa đơn cho quý vị theo các mức giá thị trường hiện hành. Nếu sau này quý vị muốn quay lại tham gia chương trình, quý vị được phép làm như vậy. Tuy nhiên, quý vị sẽ cần phải nộp đơn xin mới và theo thủ tục tương tự như khi quý vị đăng ký lần đầu tiên.



*Người tham gia SNAP duy nhất trong hộ gia đình tôi sẽ chuyển đi nơi khác trước khi đến thời hạn tái chứng nhận. Tôi sẽ có thể tiếp tục tham gia chương trình Access from AT&T không?*

Các khách hàng Access from AT&T cần hội đủ các điều kiện vào bất cứ lúc nào và cần phải có ít nhất một người tham gia SNAP trong hộ gia đình thì mới được tiếp tục tham gia chương trình Access from AT&T. Nếu chúng tôi thấy rằng người có thông tin SNAP được sử dụng để nộp đơn xin tham gia chương trình không còn cư ngụ trong hộ gia đình của quý vị nữa, chúng tôi sẽ tạo cơ hội để quý vị:

- Cung cấp giấy tờ chứng minh là người khác trong hộ gia đình quý vị hiện đang tham gia SNAP, hoặc
- Thông báo cho chúng tôi biết ý định hủy dịch vụ Internet của quý vị, hoặc
- Không làm gì nữa, trong trường hợp đó chúng tôi sẽ xóa mức giảm giá chương trình của quý vị và gửi hóa đơn theo mức giá thông thường.

*Tôi có phải đăng ký sử dụng dịch vụ gửi hóa đơn trên mạng trực tuyến để tham gia chương trình Access from AT&T không?*  
Không, không cần phải sử dụng dịch vụ gửi hóa đơn trên mạng trực tuyến.

## **lắp đặt**

*Có cần ai đến nhà tôi để lắp dịch vụ không?*

AT&T sẽ gửi cho quý vị một bộ đồ dùng tự lắp đặt với các hướng dẫn từng bước rất đơn giản, giúp quý vị tự hoàn thành việc lắp đặt. Nếu quý vị cần giúp đỡ thêm sau khi đã thử tự lắp đặt, quý vị có thể yêu cầu một chuyên gia kỹ thuật (miễn phí) hỗ trợ lắp đặt.

*Nếu tôi cần gọi chuyên gia kỹ thuật tới giúp lắp đặt tại nhà tôi, tôi có phải trả lệ phí không?*

Không, dịch vụ này miễn phí. AT&T sẽ gửi cho quý vị một bộ đồ tự lắp đặt cùng với các hướng dẫn từng bước. Trong đa số các trường hợp, khách hàng có thể tự hoàn thành việc lắp đặt. Nếu quý vị cần giúp đỡ thêm sau khi đã cố gắng tự lắp đặt, quý vị có thể yêu cầu một chuyên gia kỹ thuật tới giúp lắp đặt.

## **các thắc mắc khác và nguồn thông tin**

*Làm thế nào để biết tôi có phải là người tham gia SNAP hay không?*

Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội Hoa Kỳ có tên cũ là Chương Trình Phiếu Thực Phẩm. Đây là một chương trình toàn quốc, tuy nhiên mỗi tiểu bang điều hành chương trình thay mặt cho chính phủ liên bang. Nếu quý vị nhận trợ cấp thực phẩm qua chính quyền tiểu bang của quý vị (EBT, thẻ mua thực phẩm), có lẽ quý vị là người tham gia SNAP.

*Làm thế nào để tham gia Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội?*

Tới trang mạng của USDA SNAP tại [www.fns.usda.gov/snap/apply](http://www.fns.usda.gov/snap/apply), trên đó sẽ có hướng dẫn về cách nộp đơn xin.

*Nếu một người duy nhất trong hộ gia đình của tôi là người tham gia SNAP thì sao? Tôi có còn hội đủ điều kiện tham gia chương trình Access from AT&T không?*

Nếu bất kỳ ai trong hộ gia đình quý vị hiện đang tham gia Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội (SNAP), hộ gia đình quý vị hội đủ điều kiện tham gia chương trình Access from AT&T nếu ít nhất một trong các mức tốc độ của Access from AT&T có sẵn tại nơi quý vị cư ngụ.

*Tôi hiện là khách hàng Lifeline và nhận được dịch vụ điện thoại qua đường dây tại nhà từ AT&T với mức giảm giá. Chương trình Access from AT&T có thay thế Lifeline không?*

Chương trình Access from AT&T cung cấp dịch vụ Internet qua đường dây được giảm giá; Lifeline cung cấp dịch vụ điện thoại giảm giá. Chương trình Access from AT&T và Lifeline là hai chương trình hoàn toàn riêng biệt, và mỗi chương trình đều có các tiêu chuẩn điều kiện riêng. Có thể nhận các dịch vụ giảm giá qua cả chương trình Access from AT&T và Lifeline. Tương tự, quý vị cũng có thể hội đủ điều kiện tham gia chương trình này nhưng không hội đủ điều kiện tham gia chương trình kia. Để biết thêm thông tin chi tiết về Lifeline, tới trang mạng [att.com/lifeline](http://att.com/lifeline).

*Tôi mới sử dụng Internet, và tôi không biết cách bắt đầu như thế nào. Quý công ty có nguồn trợ giúp nào khác có thể giúp đỡ tôi không?*

AT&T đã tập hợp một bộ công cụ hữu ích cho những người bắt đầu sử dụng dịch vụ Internet trực tuyến, gọi là Digital You. Cho dù quý vị đang tìm mua máy tính giá rẻ để truy cập Internet ở nhà, con quý vị bắt đầu tìm hiểu Internet để giúp làm bài vở ở trường, hay quý vị muốn nâng cao các kỹ năng sử dụng công nghệ trực tuyến cho bất kỳ thứ gì, từ thanh toán hóa đơn cho đến nộp đơn xin việc—Digital You có thể giúp quý vị! Tới trang mạng [digitalyou.att.com](http://digitalyou.att.com) để tìm hiểu cách ứng xử tự tin hơn, nâng cao kỹ năng, bảo vệ thông tin riêng tư, và an toàn khi quý vị kết nối trực tuyến.







Dịch vụ Internet Gia Đình  
Hợp Túi Tiền. Nhiều cơ hội  
hấp dẫn.

**access**  
from **AT&T**

**Internet Gia Đình Tốc Độ Cao**  
chỉ có \$10 một tháng

Thế giới kỹ thuật số mang đến vô vàn cơ hội.

AT&T giúp quý vị kết nối dễ dàng hơn với bạn bè, gia đình, và những thứ quan trọng nhất.

Nếu ít nhất một người trong hộ gia đình quý vị **đang tham gia chương trình SNAP\***, quý vị có thể hội đủ điều kiện nhận dịch vụ Internet gia đình 10Mbps với mức giá giảm chỉ có \$10 của chúng tôi.\*\*

Chương trình Access from AT&T giúp quý vị truy cập mạng để có thể:

- Làm bài tập ở nhà
- Tìm việc
- Thanh toán hóa đơn
- Tìm kiếm tin tức, thông tin và giải trí

Và nhiều hoạt động khác!

Ngoài ra, **KHÔNG** có ràng buộc, **KHÔNG** phải đặt cọc và **KHÔNG** cần phải trả lệ phí lắp đặt.

Cổng Wi-Fi tại gia và truy cập mạng Hot Spot Wi-Fi AT&T toàn quốc - **KÈM SẴN** mà không phải trả thêm chi phí.

Các tiêu chuẩn hội đủ điều kiện khác có áp dụng.

Tới trang mạng [att.com/access](http://att.com/access) để biết thông tin đầy đủ và nộp đơn xin.

Hoặc gọi số 1-855-220-5211



\*Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội. \*\*Chỉ có sẵn tại khu vực dịch vụ đường dây cố định ở 21 tiểu bang của AT&T. Các mức tốc độ thấp hơn (5Mbps cho \$10/tháng hoặc 3Mbps cho \$5/tháng) có thể được cung cấp tùy thuộc vào tình trạng có sẵn tại địa chỉ của quý vị. Các tuyên bố về tốc độ Internet là tốc độ công suất dịch vụ mạng tối đa. Tốc độ thực tế của khách hàng có thể khác nhau dựa trên các yếu tố, trong đó bao gồm mật độ sử dụng trang mạng, công suất máy chủ của nhà cung cấp nội dung, các yếu tố quản lý mạng nội bộ, và khả năng của thiết bị, và không được bảo đảm. Để biết thêm thông tin, tới [att.com/speed101](http://att.com/speed101). Giá chưa bao gồm thuế. Từ 4/22/16 đến 5/22/16, dịch vụ sẽ bao gồm mức dữ liệu hạn định hàng tháng là 150GB dữ liệu hoặc 250 GB dữ liệu/tháng, tùy thuộc vào dạng và tốc độ dịch vụ mà quý vị nhận được. Bắt đầu từ sau 5/23/16, dịch vụ sẽ bao gồm mức dữ liệu hạn định hàng tháng là 150GB, 300GB hoặc 600GB dữ liệu/tháng, tùy thuộc vào dạng và tốc độ dịch vụ mà quý vị nhận được. Nếu quý vị vượt quá mức hạn định của chương trình dữ liệu hàng tháng, quý vị sẽ tự động được tính thêm \$10 cho mỗi 50GB dữ liệu sử dụng vượt quá mức hạn định, ngay cả khi sử dụng chưa đến 50 gigabytes. Để biết thêm thông tin, tới trang mạng [att.com/internet-usage](http://att.com/internet-usage). Phải có máy có thể dùng Wi-Fi. Các giới hạn khác có áp dụng. Xem trang mạng [www.attwifi.com](http://www.attwifi.com) để biết thêm chi tiết và địa điểm.

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## (ĐƠN XIN NHẬN DỊCH VỤ INTERNET QUA ĐƯỜNG DÂY GIA ĐÌNH CHI PHÍ THẤP) PHẢI ĐIỀN TẤT CẢ CÁC Ô THÌ ĐƠN XIN MỚI ĐƯỢC GIẢI QUYẾT

Đơn xin có chữ ký này là bắt buộc để được chấp thuận tham gia chương trình Access from AT&T. Mẫu đơn này chỉ sử dụng để chứng nhận tình trạng hội đủ điều kiện tham gia chương trình của quý vị và sẽ không được sử dụng cho bất kỳ mục đích nào khác. **VUI LÒNG VIẾT BẰNG CHỮ IN**, chỉ dùng mực đen hoặc mực xanh. Khi điền xong, vui lòng gửi lại qua đường bưu điện mẫu đơn này cùng với bản sao các bằng chứng về tình trạng hội đủ điều kiện tới: **Access from AT&T, PO Box 5030, Charleston, IL 61920-5030** -HOẶC- quý vị có thể gửi mẫu đơn đã điền và bản sao bằng chứng về tình trạng hội đủ điều kiện qua fax tới số: 1-855-933-2423 HOẶC quý vị có thể email mẫu điền này và bản sao dò quét của các bằng chứng về tình trạng hội đủ điều kiện tới: [ATTaccess@solixinc.com](mailto:ATTaccess@solixinc.com)

Tên của Đương Đơn Tên gọi \_\_\_\_\_ Tên đệm \_\_\_\_\_ Tên họ \_\_\_\_\_

Địa chỉ nhận dịch vụ (Đường phố, số căn hộ) \_\_\_\_\_ Thành phố \_\_\_\_\_ Tiểu bang \_\_\_\_\_ Mã Số Zip \_\_\_\_\_

Địa chỉ bưu tín (PO Box, đường phố, số căn hộ) \_\_\_\_\_ Thành phố \_\_\_\_\_ Tiểu bang \_\_\_\_\_ Mã Số Zip \_\_\_\_\_

Ngày tháng năm sinh của Đương Đơn: \_\_\_\_\_ 4 chữ số cuối cùng của Số An Sinh Xã Hội, Mã Số Thuế hoặc số ID Bộ Tộc \_\_\_\_\_

Địa chỉ E-Mail: \_\_\_\_\_ Số điện thoại nhà \_\_\_\_\_ Số điện thoại di động \_\_\_\_\_  
(Cung cấp địa chỉ E-Mail của Người Hội Đủ Điều Kiện Nhận Trợ Cấp SNAP, nếu không phải là đương đơn).

**Người hội đủ điều kiện nhận trợ cấp SNAP** (Chỉ cung cấp nếu tên khác với Đương Đơn):

Tên gọi \_\_\_\_\_ Tên đệm viết tắt \_\_\_\_\_ Tên họ \_\_\_\_\_

Ngày tháng năm sinh \_\_\_\_\_ 4 chữ số cuối cùng của số An Sinh Xã Hội \_\_\_\_\_

### Phải gửi kèm theo giấy tờ sau đây để giải quyết đơn xin

**Bản sao** (chứng từ gốc sẽ không được trả lại) của một hoặc nhiều giấy tờ sau đây, chứng minh việc tham gia SNAP của hộ gia đình quý vị, và nộp cùng với đơn xin này.

- Bản kết toán trợ cấp SNAP của năm hiện tại, trong đó có ghi tên của người hội đủ điều kiện nhận trợ cấp SNAP
- Thư thông báo tham gia chương trình SNAP, trong đó có ghi tên của người hội đủ điều kiện nhận trợ cấp SNAP
- Giấy tờ tham gia chương trình, chứng minh việc nhận trợ cấp SNAP - ví dụ, thẻ chuyển trợ cấp qua mạng điện tử SNAP, tên của người hội đủ điều kiện nhận trợ cấp SNAP ghi trên thẻ đó

### Chứng nhận

Ngoài việc chấp nhận các điều khoản sử dụng Dịch Vụ Internet Tốc Độ Cao trong quá trình đăng ký sử dụng dịch vụ, chương trình Access from AT&T còn yêu cầu quý vị phải chứng nhận rằng quý vị hoặc một thành viên trong hộ gia đình quý vị tham gia SNAP, thông tin và chứng từ mà quý vị cung cấp trong đơn xin này là đúng và chính xác, và quý vị đã đọc và đồng ý với các điều khoản dịch vụ khác sau đây:

Access from AT&T là một chương trình cung cấp dịch vụ Internet gia đình qua đường dây và chi phí thấp cho các hộ gia đình hội đủ điều kiện, với ít nhất 1 người trong gia đình hiện đang tham gia Chương Trình Trợ Cấp Dinh Dưỡng Phụ Trội Hoa Kỳ (SNAP), có địa chỉ nằm trong khu vực dịch vụ ở 21 tiểu bang của AT&T, nơi AT&T cung cấp dịch vụ Internet qua đường dây gia đình. Các hộ gia đình hội đủ điều kiện phải không được nợ tiền dịch vụ Internet cố định của AT&T trong vòng 6 tháng gần đây nhất, hoặc khoản tiền nợ chưa trả phát sinh khi ở trong chương trình này.

Đây là một chương trình 4 năm, bắt đầu áp dụng từ ngày 22 tháng Tư, 2016. Những người đăng ký sử dụng dịch vụ trong năm 4 hội đủ điều kiện hưởng mức giảm giá dịch vụ trong tối đa 12 tháng.





## (ĐƠN XIN NHẬN DỊCH VỤ INTERNET QUA ĐƯỜNG DÂY GIA ĐÌNH CHI PHÍ THẤP)

Tình trạng có sẵn và tốc độ của dịch vụ Internet qua đường dây gia đình chi phí thấp có thể khác nhau tùy theo từng địa chỉ. AT&T sẽ ấn định cho quý vị mức tốc độ nhanh nhất trong số các mức tốc độ\* hiện có ở nơi quý vị cư ngụ: 10 megabits một giây, với mức giá \$10 một tháng; 5 megabits một giây, với mức giá \$10 một tháng; hoặc 3 megabits một giây, với mức giá \$5 một tháng.\*\* Nếu các tốc độ ở trên không có sẵn tại địa chỉ của quý vị, quý vị sẽ không thể tham gia Access from AT&T.

Chương trình này yêu cầu quý vị phải tái chứng nhận tình trạng hội đủ điều kiện hàng năm. AT&T sẽ thông báo trước cho quý vị về ngày tái chứng nhận hàng năm của quý vị để tái chứng nhận. Nếu quý vị không hoàn thành các bước bắt buộc trước ngày qui định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ xóa mức giảm giá chương trình của quý vị và sẽ gửi hóa đơn theo mức giá thị trường hiện tại.

Ít nhất một người tham gia SNAP phải tiếp tục cư ngụ trong hộ gia đình hội đủ điều kiện trong giai đoạn nhận dịch vụ Access from AT&T có hiệu lực. Nếu bất kỳ lúc nào chúng tôi thấy rằng hộ gia đình của quý vị không còn có người tham gia SNAP, AT&T sẽ thông báo với quý vị là quý vị có cơ hội cung cấp giấy tờ để chứng minh là quý vị hoặc một thành viên trong gia đình quý vị tham gia SNAP. Nếu quý vị không hoàn thành các bước bắt buộc trước ngày qui định và không thông báo cho chúng tôi biết về ý định hủy dịch vụ, chúng tôi sẽ xóa mức giảm giá chương trình của quý vị và sẽ gửi hóa đơn với mức giá thị trường hiện tại.

Mỗi hộ gia đình chỉ được phép có một đường dây kết nối Internet được giảm giá. (Gia đình hội đủ điều kiện bao gồm tất cả những người sinh sống tại địa chỉ của quý vị, kể cả trẻ em và những người không có quan hệ họ hàng thân thích với quý vị).

**Khi ký đơn xin này, tôi xác nhận rằng: Tôi đã đọc và hiểu các thông tin ghi trên; tôi, hoặc một thành viên trong hộ gia đình của tôi, tham gia SNAP; và thông tin và chứng từ cung cấp trong đơn xin này là đúng và chính xác.**

Chữ ký của Đương Đơn: \_\_\_\_\_ Ngày: \_\_\_\_\_

Chữ ký của Người Hội Đủ Điều Kiện Nhận Trợ Cấp SNAP: \_\_\_\_\_ Ngày: \_\_\_\_\_  
(Nếu không phải là đương đơn)

Làm thế nào quý vị nghe nói đến chương trình này? (Đánh dấu tất cả các lựa chọn thích hợp).

- |   |  |
|---|--|
| <input type="radio"/> Học Khu                                       | <input type="radio"/> Quảng cáo trên Radio, TV, hoặc Ấn Phẩm |
| <input type="radio"/> Tổ Chức hoặc Sự Kiện Cộng Đồng hoặc Tiểu Bang | <input type="radio"/> Thư hoặc E-Mail                        |
| <input type="radio"/> Tổ Chức Quốc Gia                              | <input type="radio"/> Bạn bè hoặc Họ hàng thân thích         |
| <input type="radio"/> Trang Mạng hoặc Sự Kiện EveryoneOn            |  |

\* Các tuyên bố về tốc độ Internet thể hiện mức tốc độ tối đa công suất dịch vụ của mạng lưới. Tốc độ thực tế của khách hàng có thể khác nhau dựa trên các yếu tố, trong đó bao gồm mật độ sử dụng trang web, công suất máy chủ của nhà cung cấp nội dung, các yếu tố quản lý mạng nội bộ, và khả năng của thiết bị, và không được bảo đảm. Để biết thêm thông tin, tới [att.com/speed101](http://att.com/speed101)

\*\* Tất cả các mức giá đều chưa cộng thuế. Dịch vụ sẽ có một khoản dữ liệu hạn định hàng tháng (150GB dữ liệu một tháng hoặc 250 GB dữ liệu một tháng) tùy thuộc vào dạng dịch vụ và tốc độ dịch vụ của quý vị. Nếu quý vị vượt quá mức hạn định của chương trình dữ liệu hàng tháng, quý vị sẽ tự động được tính thêm \$10 cho mỗi 50GB dữ liệu sử dụng vượt quá mức hạn định, ngay cả khi sử dụng chưa đến 50 gigabytes. Để biết thêm thông tin, tới trang mạng [att.com/internet-usage](http://att.com/internet-usage).

